

Accommodation

Reservation conditions (Accommodation)

TERMS AND CONDITIONS OF BOOKING: Making a reservation through the website www.invisahoteles.com, implies the express acceptance by the customer of each and every one of the general conditions that are considered part of the reserve and are supplemented by specific legislation.

BOOKINGS AND REFUNDS: In the time of booking, secure payment is by card or by bank transfer a deposit, whose amount is indicated on the appropriate payment page, not considered firm until it is carried out such deposit. The remaining payment should be made at the beginning of the service, otherwise considered the reservation as canceled according to the conditions detailed in the cancellation section. The customer will receive details of your booking by e-mail, along with a number that will identify (reference), all related data, conditions and refund policy. The transaction will be made in euros, whatever the customer's home or accommodation selected.

WITH THE BOOKING: The services detailed booking conditions as stipulated by each tourist establishment selected at the time of booking. I.V.A. included.

CUSTOMER LIABILITY: When booking, the customer is fully and exclusively responsible for the accuracy of all information that has. If it is found to be incorrect, could cause the cancellation of the booking. The security of your credit card is our most important concern. Invisahoteles.com only uses the latest online transaction system: the virtual POS (Point of Sale virtual). Communications, accommodation booking and payment transactions are performed in the safest environment to date. Your hotel reservation will receive the highest protection possible. The card details only go to your bank. No one else. For payment by bank transfer, after making your reservation request has 3 days to make a bank transfer 10% of the total, indicating your booking reference, hotel name, date, and send the receipt by fax to +34 971 November 31, 95 or by e-mail to bookings@invisahoteles.com. Otherwise we will cancel your booking reserva.Es Invisahoteles.com easy. You can easily make your reservation 24 hours a day for every day of the week. Once selected the Hotel and after getting availability, simply follow 3 easy steps. Select one of the many forms that are provided to make your reservation: payment by credit card, bank transfer ... Enter the details of your credit card to make payment of the deposit to confirm your reservation. This information will

be directed to a secure payment gateway for our bank. For a link to these booking conditions. Receive confirmation of your booking and a "reservation code" visible on the screen and also receive a message in your email inbox. You can store and print your reservation details and conditions thereof. As for payment, the minimum is always a night. This payment is made with all security measures in place to date through the Virtual Point of Sale (POS). The system will send you a bonus to your e-mail telling you the details of your booking, the deposit made and the amount to be paid upon arrival to accommodation. During every month of the year the minimum deposit is 10% of the total. When will charge your credit card? Depends on the country. They can be even 5 days before appearing on the card account. The transaction will be made in euros, whatever the customer's home or accommodation selected. Entry and exit of the establishment: The availability of a room or an apartment, according to international practice, from noon on the day of arrival. In some hotels and apartments may be to vacate the room at noon. In this case, must be cleaned and made available until 14.00 h. Keep this in mind if you plan to arrive before noon. With the reservation service includes detailed booking conditions as stipulated by each tourist establishment selected at the time of booking. I.V.A. included. Departure: You will also have to vacate your room at midday on departure day. This is especially important if your flight is nocturnal and does not plan to leave your hotel / apartment until the last hour of the evening or after midnight. You may arrive at dawn and take his room immediately. This counts as your first night. On departure day you may have to wait long before leaving for the hotel / apartment to the airport. Most hotels / apartments allow you to keep your room until departure for a supplement, but only if they have rooms available. Otherwise they should have facilities to store your luggage and you may also change, shower, etc Please check with reception on arrival. You may want to book an extra night will allow you to keep your room or apartment until you exit.

Cancellation policy (Accommodation)

What is the cancellation policy? Except July and August, at any time you can cancel the services requested or contracted, to be entitled to a refund of the entire amount paid as a deposit if you cancel seven days before arrival at the establishment. If the cancellation of the reservation is made seven days or less before the date fixed for occupying the room will be available to the hotel company the amount equivalent to 1 night's stay. In the months of July and August can cancel their reservation free of charge up to fifteen days prior to arrival. If the cancellation is made within fifteen days prior to arrival at the establishment entail the loss of prepayment. All cancellations will be mandatory BY EMAIL OR FAX. Please send an

email to bookings@invisa-hoteles.com or FAX the following number: 0034 971 31 11 November 95 in which clearly state your booking number, which is included in the confirmation email. Your cancellation will require written confirmation by mail or fax.

What is our privacy policy? Hotel Trinidad, SA agrees to comply with current legislation on protection of personal data and in particular Law 15/1999 of December 13, the protection of personal data. When booking, your data will be incorporated into our files of personal data in order to manage the necessary procedures to manage the services you request and will be communicated to other companies and hotels Invisa group for the above purpose and to keep a proper business relationship with you. No information you provide will be shared with companies outside the organization or invisible groups. You may exercise your right of access, rectification, cancellation and opposition to Invisa Hotels C. / Vicente Cuervo, 9 - 07800 Ibiza, Balearic Islands. Spain, Tel: 0034 971 311 500 / 0034 971 311 050 - Fax.: 0034 971 311 195. e-mail: headoffice@invisa-hoteles.com.

Legal information about Invisa Hotels. Trinidad Hotels, Inc. CIF: A-07030125, registered office at C / Vicente Cuervo, number 9. 07800 Ibiza, Balearic Islands. Registry of the Balearic Islands (Spain) Folio 17, Volume 144, Book 85, Section 3 of Companies, 2978 page no entry 1 is the company that owns the website invisa-hoteles.com. Hotels Invisa can contact through the following means: C / Vicente Cuervo, 9 - 07800 Ibiza. Spain. Phone: 0034 +971 311 500 / 971 311 050 - Fax.: +971 311 195 0034. E-mail: headoffice@invisa-hoteles.com.

Invisa Group description. The invisible group are the following companies: Hotels Trinidad, SA; Es Pla, SA Travel Ibiza, SA; Ibizatours, SA; Ibizatours & Islandbus, SL