

TERMS AND CONDITIONS

1 - Reservations and payments

Your reservation must be accompanied by the initial payment of the agreed part of the costs of your stay and implies acceptance of these General Conditions.

Upon confirmation of your booking, you will receive an email confirming the details of your stay (booking number, arrival and departure date, number of guests and rooms, and the down payment and remaining payment). The remaining payment must be made prior to arrival if you have taken a NON-REFUNDABLE rate or in cash on receipt of the key.

Payment methods

Payment is accepted by debit or credit card, VISA or Mastercard. The card details are required as a guarantee at the time of booking and for it to be considered valid.

VAT

All prices quoted on our website or elsewhere for rooms and services at Hotel Plaza Miami are inclusive of IVA/VAT (the general sales tax in Spain). If VAT/IGIC rates change, we reserve the right to amend our prices accordingly.

Babies/children

The accommodation does not admit children under 14 years old, it is an Adults Only accommodation.

Pets

Pets are allowed in general. However, please consult the possibility in your specific case. They must respect the areas where they are not allowed, take care that they do not disturb the rest of the guests and pick up their needs. Charges may apply for your stay. Failure to respect the rules may be grounds for cancellation of the reservation.

Parking

Reservation is necessary, only one vehicle per room, not monitored, we are not responsible for damages, you must respect the areas and forms of parking, you can charge a fee for the use of the same.

Swimming pool

You must respect the rules of the pool, it is an unguarded pool. Opening times: Season: April/October
09:00 to Sunset or 21:00 can not be used after the reception closes.

Smoking

Smoking is not permitted throughout the Hotel Plaza Miami. Except for

designated areas. 2 - Reservation cancellation policy

In the NON REFUNDABLE rate cancellations are not allowed.

For other rates, cancellation is free of charge if more than 2 days before arrival. Cancellations made more than 2 days prior to arrival date will not incur any charges. For cancellations made within 2 days prior to arrival, the amount of the first night of the stay will be charged.

If we have to change or cancel your reservation

We do not expect to have to make changes to your booking, however, sometimes problems occur and bookings have to be changed or cancelled. We will only change or cancel your booking, if necessary, to carry out or complete essential repair or renovation work, or for other reasons unforeseen at the time you made your booking, which are beyond our reasonable control.

If we have to change or cancel your booking, we will do our best to offer you a suitable alternative booking. If we are unable to offer you a suitable alternative, or if you do not accept the alternative we offer, we will refund the full amount you paid to us for the booking, but you will have no further liability for any other loss you may suffer.

3 - Arrivals /

Departures Arrivals

Please provide us with your best estimate of arrival time. Arrivals take place between 15:00 and 20:00. If guests arrive earlier, we will do our best to store their luggage until they enter the room, but we cannot be held responsible for any loss or damage to it. For arrivals after 20:00 hours, please advise in advance and see how best to facilitate this.

Exits

As a general rule, check-out must be before 12:00. If guests wish, subject to staff commitments, we will try again to store your luggage in our reception area, but we will not be responsible for any loss or damage to it.

Provided the rooms are vacant, where possible, check-in and check-out outside the stipulated times will be permitted. In some cases (see below), an additional fee is payable on check-in or check-out.

4 - Cleaning

Hotel Plaza Miami guarantees optimal hygienic conditions of the room, with its specialized cleaning staff that performs a complete cleaning and disinfection before the arrival of the guests and after their departure. In addition, cleaning will be done and beds will be made daily. Stays longer than 4 nights include a weekly change of bed linen and towels. If you require additional changes of bed linen, please inform the property. With regard to towels, in the interests of environmental conservation, please do not throw them on the floor for replacement unless absolutely necessary.

5 - Courtesy to others

In consideration of the other guests, respect for those who wish to sleep is expected. For this reason please do not raise your voice after 23:00 and leave the terrace/garden at 22:00. Parties are strictly forbidden unless specifically authorised.

6 - Data protection

Confidentiality and secrecy of all personal information provided by guests will be maintained. The data is entered into the Hotel Plaza Miami system for reservation and contact information. In accordance with European data protection legislation, guests can rectify or cancel their data whenever they wish. If you have any questions or need additional information on this topic, please contact the Property at info@hotelplazamiami.es.

7 - Responsibilities

Hotel Plaza Miami is not responsible for damages caused by guests, loss, theft or accidents inside or outside the room. The loss of the apartment key will incur an additional fee of 50 EUR. If guests leave the key in the lock and a key fob has to be called, the respective charges will be assigned to the guests. The property is not responsible for water, electricity or loss of telephone or internet.

8 - Our access rights

Apart from the daily cleaning services, our staff or contractors may need to access your room if there is an unforeseen problem, investigate a complaint you have made or carry out certain routine checks of the property. Should this occur we will do our best to inform you in advance of the date and time we will need access.

9 - Our right to evict

We may terminate our contract with you and ask you to leave your accommodation immediately (without you having to pay any compensation) if

- we believe that you or your company has committed a breach of these terms;
- We believe that your or your company's behavior puts the safety of our visitors or staff at risk;
- complaints of antisocial or unacceptable behaviour against you or your company;
- you or your company cause irreparable damage to the property or its contents; or
- exceeds the maximum occupancy limit of your accommodation.

10 - Events beyond our control

We shall not be liable for any failure to comply with our obligations under these terms and conditions caused by an event beyond our control.

An event beyond our control means any act or event beyond our reasonable control, including, without limitation, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action of others, terrorist attack or threat of terrorist attack, war

or threat of war, civil commotion, riot, invasion or failure of public or private telecommunication networks.

11 - Various

Guests may not use the rooms for commercial or immoral purposes.

Hotel Plaza Miami reserves the right to modify at any time the information contained in its website for online reservations and is the sole owner of its content.

In the event that guests have requested a specific room, every effort will be made to accommodate their wishes, but we reserve the right to change the room initially allocated.

These terms and conditions are governed by Spanish law and by the exclusive jurisdiction of the Spanish courts.

12 - If you have a problem or complaint

We take great care to ensure that our resort is of a high standard. However, if you have a problem with your room, please contact us immediately and give us the opportunity to resolve it. Please contact our team on 5000/5555 (from the room telephone), 0034 977170355 or email info@hotelp plazamiami.es. We will work with you to ensure that all complaints are investigated and resolved as quickly and efficiently as possible.

Enjoy your stay.

Personal data protection policy

Identification and contact details of the person in charge: The organisation Manuel Plaza, with registered office at avd. Maria Cristina 21, 43892 Miami Platja (TGN), with NIF 39880441, contact telephone number: 977170355 and e-mail info@hotelp plazamiami.es.

Privacy and personal data policy: applicable to users of this hotel business when making a reservation.

Data controller (us): the hotel business that will provide you, the user, with the requested service. Our identification and contact details are available on the website you used to make your booking / to ask us your questions. They will also appear on the invoice we will provide you with after we have received your payment. Data Compliance Officer: does not apply to the activities of Data Controllers.

User: you, who completed the booking form or any other documentation related to it.

Purpose: The purpose of processing the data provided through this form is to manage the reservations made by you, the user and / or respond to questions / requests you raised.

Legal basis: Either the need to perform our contract with you, user / the need to take action at your request before entering into a contract. Or the consent of you, the user, by ticking the box accepting the Terms and Conditions of which this Privacy and Personal Data Policy is an integral part.

Duration: We will store the data provided by you, the user, for the time necessary for the management of the reservation you made, as well as the accommodation services you requested. Once the management is finished, your data will be kept for six (6) months. If you agree to receive information about our commercial activities, your data will be stored until you revoke your consent.

Processor: We contracted our partner RoomRaccoonB.V. (www.roomraccoon.es) to run the booking engine for our business. RoomRaccoon acts under our authority and we have entered into a contract with RoomRaccoon for the provision of their services. We have instructed RoomRaccoon in writing how the processing is to be carried out.

Different user data: If you, the user, provide us with personal data belonging to a different data subject, you are responsible for such actions, as well as for obtaining the respective consent of such data subjects for the provision of their data.

Transfer of data: we will not transfer personal data to a third country outside the EEA (European Economic Area).

Rights of data subjects: data subjects may exercise their rights of access, rectification, cancellation and opposition by sending an e-mail or by post to the contact details on our booking website and on our invoices.

Supervisory authority: if a data subject considers that his or her rights are affected, he or she may also refer the matter to the competent supervisory authority of the Member State concerned.

More information at: https://ec.europa.eu/info/law/law-topic/data-protection/data-protection-eu_en