

BANK DETAILS

Bank : ING DIRECT

Name of account: **Silvia Alvarez Ruiz**

Account Number: 1465 0100 95 1710579615

B.I.C.: INGDESMXXX (for international transactions)

IBAN: ES21-14650100951710579615 (for european transactions)

It is important that you send us a bank receipt, so we can confirm that the payment has been made, by email at: Info@casarcoiris.com

Note: please include in the receipt, the date of entry together with the name given to make the reservation

The rest of the amount is to be paid in cash on day of entry or if you prefer 2 days before arrival at the above account number.

CANCELLATION POLICY

If the cancellation is made with 10 or more days warning there is a penalty of 20% of total of the amount paid and with less than 10 days there is a 100% penalty. (Unless we come to some agreement when making the reservation)
This also applies to parcial cancelations

We also make crédito notes were the amount paid can be used at a later date at Hostal arcoiris Madrid or Casa arcoiris Los Canos.
This must be done with 10 or more days warning and carries a 5% penalty.

GENERAL INFORMATION

- Breakfast is served between 9.00 am and 11.00 am.
- When breakfast is included in the price:
Breakfast consists of freshly squeezed orange juice, toast and coffee, this can be changed for other beverages or cereals.
- We do not have a restaurant service.
- There is a microwave and fridge freezer of common use.
- You can bring your own food and consume it in our covered garden terrace.
- Tap water in the whole area of the Los Canos is not fit for general consumption.
- Rooms are ready for entry from 14.00pm and must be left empty by 11.00 am. (you can leave your luggage with us if you wish to leave a little later)
- Room cleaning is done between 11.00am and 15.00pm.