

Making a reservation through the website [www.casamaca.com](http://www.casamaca.com), implies the express acceptance by the client of each one of the general conditions that are considered an integral part of the reservation and are completed with the specific applicable legislation.

**RESERVATIONS AND RETURNS:** At the time of booking, the total amount of the reservation is made through a secure payment platform by card or by bank transfer, not being considered as firm until such payment is made. The client will receive the details of their reservation by e-mail, together with a number that will identify them (locator), all related data, conditions and return policy. The transaction will be made in EUROS, whatever the origin of the client or the selected establishment.

**THE RESERVATION INCLUDES:** The services detailed according to the reservation conditions stipulated by each selected tourist establishment at the time of booking. I.V.A. included.

**RESPONSIBILITY OF THE CLIENT:** When making the reservation, the client is fully and exclusively responsible for the accuracy of all the data that he records. If proven incorrect, it could lead to the cancellation of the reservation. The security of your credit card is our most important concern, [www.latorreibiza.com](http://www.latorreibiza.com) only uses one of the most modern transaction systems. Like all secure payment platforms, your card details only reach your Bank. For payment by bank transfer, after having made your reservation request, you have 24h to make a bank transfer of the total amount, indicating your reservation locator, hotel, name, date of entry, and send the voucher by e-mail to [bookings@casamaca.com](mailto:bookings@casamaca.com) This email address is being protected from spam bots. You need to have JavaScript enabled to view it. Otherwise we will proceed to cancel your reservation. It is very easy to book at [www.casamaca.com](http://www.casamaca.com). Once you have selected the Hotel and after obtaining availability, you will only have to follow 3 simple steps. Select one of the various ways offered to formalize your reservation: payment by credit card, by bank transfer. Enter your credit card details to make the payment in order to confirm your reservation. You will find a link to these general conditions of general booking conditions. You will receive the confirmation of your reservation and a "reservation code" visible on the screen, you will also receive a message in your e-mail box with the above information. You can store and print the data of your reservation and the general conditions of it. The system will send a voucher to your e-mail that will indicate the details of your reservation and the amount paid. When will it be charged to your credit card? Depends on the country. It can even be 5 days until it appears in your card account. The transaction will be made in EUROS, whatever the origin of the client. Check-in and check-out: The entrance to the room will be from 3.00 p.m. Keep this in mind if your arrival is scheduled before noon. The reservation includes the detailed services according to the reservation conditions stipulated at the time of booking. I.V.A. included. Departure: Check-out will be made until 11.00 noon. This is especially important if your return flight is at night and you have no plans to leave your hotel until late afternoon or even after midnight. If the arrival at the hotel and check-in were made at dawn, this will be counted as the first night. It is possible that on the day of departure you have to wait long before leaving from the hotel, to the airport, they may request to keep your room until your departure paying a supplement, this service being conditioned to the availability of free rooms. Otherwise we have facilities to store your luggage. Please check with reception upon arrival. If you want, you can reserve an extra night that will allow you to keep your room until your departure. Cancellation policy (Accommodation) What is the cancellation policy? Standard rate from November to March: At any time you can withdraw from the services requested or contracted free of charge UNTIL SEVEN DAYS before your arrival at the hotel. If the cancellation occurs WITHIN THE SEVEN DAYS prior to your arrival at the establishment, it will entail the loss of the payment made. No shows or reservations not presented will also entail the loss of the payment made. Standard rate from April to October: At any time, you can withdraw from the services requested or contracted free of charge UNTIL FIFTEEN DAYS before your arrival at the hotel. If the cancellation occurs WITHIN THE FIFTEEN DAYS prior to arrival at the establishment, it will entail the loss of the payment made. No shows or reservations not presented will also entail the loss of the payment made.

**ANY KIND OF CANCELLATION WILL BE MADE VIA EMAIL.** Please send an EMAIL to [bookings@casamaca.com](mailto:bookings@casamaca.com) This email address is being protected from spam bots. You need to have JavaScript enabled to view it, in which you clearly state your reservation number, which is included in the confirmation email. Your cancellation will require our written confirmation by email.

If you receive a Non-Refundable Rate, they will have a 10% discount. The total amount will be charged at the time of booking. This type of rate does not admit cancellations or modifications.If you want to consult our privacy policy, please click on this [link](#)