

Booking procedure with Mallorcahome

1. The non-binding enquiry

You will always receive a non-binding offer in response to an enquiry. This is non-binding for both parties, i.e. you have no obligations and the owner can also change his offer at a later date, e.g. increase or decrease the price. Furthermore, the guest (on your part) has no claim to the requested period, as nothing is reserved or optioned.

The offer includes the price per night for the selected period as well as any extra costs such as the service charge or other costs incurred. The total price always includes the VAT applicable in Spain. You will also find the deposit due, the remaining amount and the corresponding payment methods in the offer.

2. Reservation/option

A reservation/option for an offered holiday home is generally possible for a maximum of 24 hours. This means that the optioned period is reserved for you for 24 hours without obligation. This gives you time to look for suitable flights or to talk to your fellow travellers. The offer expires automatically after these 24 hours and cannot be renewed. If you do not wish to book, the reservation expires automatically.

3. The booking

If you have made your decision and would like to make a binding booking for the holiday home on offer, you can do so directly on the respective property page using the orange-coloured buttons **BOOK, BOOKING**.

Simply fill in the relevant fields to finalise the binding booking. You will then usually receive a confirmation within 24 hours if the desired date is still available. If the date is no longer available, I will also inform you by e-mail.

If you have optioned the period in advance, please call me before booking so that I can release the option and you proceed with the booking. During the optional period, the dates are blocked for other guests.

In the confirmation sent by e-mail you will find a breakdown of the costs in a separate attached booking confirmation (PDF) as well as some important notes. The confirmation also lists the payment terms applicable to this booking.

4. The deposit/down payment

The deposit must be paid immediately upon receipt of the booking confirmation (unless otherwise stated). As soon as payment has been received, you will receive a confirmation of receipt and invoice of the payment. In this email you will receive further information regarding your stay in the holiday rental you have booked. I recommend that you read this carefully - it is best to print out the e-mail and have it on hand with your travel documents.

5. Information about your stay

As mentioned under point 4, you will receive all important information about your arrival and your stay in the booked holiday property with the deposit confirmation. However, if your arrival date is still a long way off, i.e. more than 3 months from the booking date, you will receive another short reminder e-mail with the information mentioned approx. 10-14 days before your arrival date. I recommend printing out this information and adding it to your travel documents. This way you will have everything to hand on arrival.

6. Arrival on Mallorca

If you are travelling by plane, please get in touch with your local contact person as soon as you have landed to arrange a time for check-in. Please note the respective Check-in/out times mentioned in your confirmation.

If you are coming to Mallorca by car and ferry, call your contact person as soon as you arrive at the harbour in Palma. If the check-in takes place via a key box with code, this is noted accordingly in the property description.

Booking procedure with Mallorcahome

7. Check-in/check-out

In most holiday homes you will meet your contact person at the property and he/she will give you the keys after a short tour. If a cash payment of the balance has been agreed, he/she will also collect the balance and the deposit from you. You will of course receive a receipt for this.

At check-out, your contact person will also take back the keys and refund the deposit after a brief tour and check that everything is in order (assuming no damage).

If check-in/check-out takes place via a key box with a code, this is noted accordingly in the property description.

8. Can I book additional services after the booking has been finalised?

Yes, if the service is offered and available (baby cot/high chair), you are welcome to add these services after booking. You can also cancel booked extra services at any time free of charge (baby cot, high chair, linen packages). However, if a service has already been provided, e.g. the booked baby cot is already in the accommodation and you decide on arrival that you do not need it after all, a lump sum of 30 euros is payable to the contact person. Please let us know at least 3 days before arrival if you wish to add or cancel a service.

Only the booked nights cannot be changed free of charge (see cancellation conditions in the general terms and conditions).

9. Security deposit

The security deposit is required by the owner at check-in for possible damages. If no damage is found on departure, the deposit will be returned to you. The deposit is either payable in cash on site or must be paid in advance by bank transfer or PayPal. This depends on the holiday home booked.

10. Flight details - why do we need them?

We need the flight details so that your local contact person can plan the arrivals and departures accordingly. He/she can also use the flight details to check for possible flight delays and change his/her planning accordingly if necessary.

11. Satisfaction enquiry

Within a week of returning to your home country, you will receive a short e-mail asking how satisfied you were with the service provided by Mallorcahome and the service on site. We are always happy to receive positive or constructive feedback from our guests and this helps other travellers to find their way around. Truthful information is very important to us, which is why we do not publish false comments. If you do not find any reviews for a holiday home, we have unfortunately not received any so far. We would therefore be all the more pleased if you would take the time to leave a review. These can, of course, also be anonymous. Of course, you can also submit an unsolicited review at any time. You will find the rating tool directly on the corresponding property page at the bottom under 'Ratings'. Here you can also view reviews that have already been submitted.

If you have any questions or if anything is unclear, please do not hesitate to contact me