

RATE PRICES, GENERAL TERMS, RENTAL CONDITIONS AND CANCELLATION POLICY

[BOOK ONLINE & AVAILABILITY](#)

We would like you to have a pleasant stay at Enekoneko Borda.

Our goal is to provide a beautiful, clean and comfortable house, in a rural and nature rich area.

Enekoneko borda is an officially registered tourist rental accommodation with the registry code UCR00190 from the Department of Tourism of the Government of Navarre Registry and for this reason it complies with all the requisites and obligations required therein.

The following terms and conditions must be respected at all times from the moment of the reservation is made until the checkout from the property. Otherwise the owners of the property reserve the right to immediately cancel the reservation, following with the immediate vacancy, with no monetary return under any circumstances.

- 1) Number of persons. Since the maximum capacity of the property is 12 places and one baby crib, accommodating a higher number of persons is prohibited. At the time of the booking, the exact number of adults, children and babies under 2 years of age that will be accommodated during the agreed period must be elaborated. If the number of persons agreed in the booking document increases the price will also increase according to the current rates (if the increase of persons means increase in price). Notification is also required for animals brought to the property and the quantity of which. Visits: an agreement must be made with the owners with regards to having guests visit the property for the day.
- 2) Reservation confirmation. The reservation will not be completed until the client has made the 40% deposit of the total price for the booking. For this purpose the bank account number will be provided to make the deposit. Once completed and proof of the deposit is available a document confirming the reservation will be sent by email or post consisting of: client identification, number of guests, date of check-in and checkout, the total cost of the stay and the deposit amount as well as the directions to get to the property. (See *Annex 1*).
- 3) Payment for the stay. Upon arrival at the property the client must pay by either cash or bank transfer (in this case proof of the transfer is required) the balance of amount owing for the stay. A legal invoice will be provided for the complete reservation amount.
- 4) Reservation cancellation policy.
 - a) If the client proceeds to cancel the reservation up to 15 days before the check-in date, a full refund of the deposit made at the time of the reservation will be provided.
 - b) If the client proceeds to cancel the reservation between 8 to 14 days before the check-in date, a 50% refund of the deposit made at the time of the reservation will be provided.
 - a) If the client proceeds to cancel the reservation in the last 7 days before check-in no refund will be provided.
 - b) No changes to the dates of the stay are permitted within the 15 days before check-in. The cancelled reservation will be lost.
- 5) Check-in and Checkout.
 - a) Schedule. The client should get in contact with the owners a few days before the check-in date to confirm the estimated arrival time and meeting place. The timetable established by Navarre regulations are the following:
 - i) Check-in: 17:00-20:00 o'clock
 - ii) Checkout: 12:00 o'clock
 - iii) However, in communications prior to the completion of the booking other scheduled possibilities can be established (when not waiting for the check-in or checkout of other clients).
 - b) If the clients, without prior notice, do not arrive before 8 PM on the day scheduled as the start of their stay, it will be understood that the reservation is cancelled, except when a later time has previously been agreed upon between the clients and the owners.

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- c) Upon arrival whoever placed the reservation (or anyone else from the party if the person who made the reservation has not yet arrived) must sign the rental contract (this document along with the reservation confirmation sent via email).
 - d) Upon arrival, each member of the client party must present either a national ID card or passport in order to record the entry of clients, in compliance with the regulations set by the Ministry of the Interior (Order INT/1992/2003, of 3 of July, in reference to registration books and entry records of travellers in hospitality establishments and the like).
 - e) Checkout. The clients must leave the property tidy, with used sheets and towels piled on the bathroom or kitchen floor, the kitchen utensils and appliances cleaned and returned to their cupboards. Any garbage generated by the guests must be taken with them.
- 6) Services included with the accommodation.
- a) Supplies. The water consumption, electricity and heating are included in the total price of the stay and therefore, the use of devices that alter the planned consumption is prohibited. We request a rational use of water, electricity, heating and wood.
 - b) The use of towels, sheets and other necessary items. For this purpose, the beds are dressed upon arrival of the clients and a set of bath towel and sink towel will be available for each person. In stays longer than 7 days a new set of sheets and towels will be made available and the used ones will be collected to be taken to be washed. The day of the linen change will be agreed upon by both parties.
 - c) The scheduling of the heating will be agreed upon with the client, both in the temperature regulation and the switch on times, without requiring any supervision of the heating during sleeping hours.
 - d) All the wood required for use of the fireplace, barbeque or wood oven is readily available to the clients. No surcharge.
 - e) Small appliances: Toaster, citrus juicer, stovetop espresso maker and blender.
 - f) Crib. No surcharge. For babies under 2 years.
 - g) With prior agreement we can deliver bread and pastries each morning. These products must be paid for on checkout day.
 - h) With prior agreement we can arrange hiking tours that meet the necessities of the clients and load them into a Garmin GPS unit which we will lend the clients along with a small map of the selected route.
- 7) Cleaning. During the stay, cleaning is the responsibility of the clients. Clients are obliged to leave the property in the same clean conditions, state and use it was found in.
- 8) Addition of furniture or use of high energy consuming stereo equipment is prohibited.
- 9) The use of the house and surrounding landscape for any activities outside the agreed uses is prohibited. Nor any activities or behaviours contrary to hygiene or normal coexistence that alter public order.
- 10) The owners are not responsible for personal objects and/or of value, nor the vehicles which belong to the client that are located on the property during the stay, nor the loss, disappearance or theft.
- 11) Enekoneko Borda is advertised in many rural tourism gateways. The prices which prevail are the ones found on our pre-reservation document which we will send via email or by post.

Notes. Enekoneko Borda is a special country house with regards to the electrical supply which is not provided by big energy companies like Iberdrola but is dependent on renewable energies such as solar panels and windmills. With the limitations of these types of energy for the type of energy we are used to consuming today, it is always necessary

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to have the backup of a gasoline generator which is located in the old sheep stable. For this reason the house does not have the capability to use an electric oven or fryers. In its place there is a lovely wood oven. Also it is not possible to connect large stereo equipment in the game room. We are sorry for the inconveniences this may cause. On the contrary, this characteristic of an isolated house makes it ideal to get lost in the mountains, enjoy the silence or sing without anyone complaining (the closest neighbouring house is over 200m away).

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ANNEX 1



[ENEKONEKO BORDA.](#)
[Confirmation.](#)

[Reservation](#)

FILE N° «IdFichaCab»

Check-in date: «[FechaLlegada](#)»

Checkout date: «[FechaSalida](#)»

Contracted services:

«[Detalle_Estancia](#)»: number of people, number of animals and number of nights. Total Price, IVA (VAT) included.

We acknowledge the receipt from «[NombreCliente](#)» «[ApellidosCliente](#)» the amount of «[TotalPagos](#)» € as a reservation.

If you have any doubts you can contact us by phone or via email.

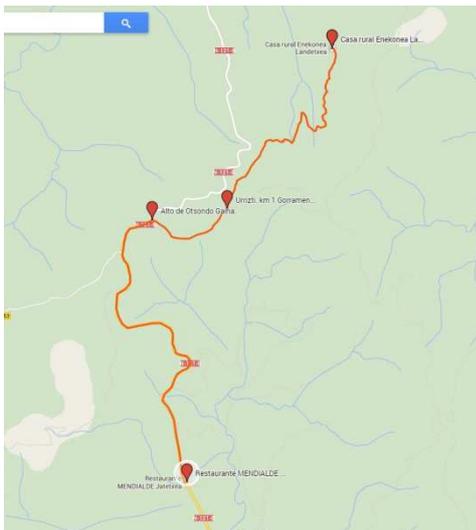
Felixa: 629 68 43 55 / 948 45 34 19

Email: enekonea@otsondo.com

[We would like to take advantage of this opportunity to extend you greetings.](#)

MENDIALDE restaurant Jatetxea. N121B KM 59. Coordinates: 43°12'33.6"N 1°29'20.7"W

43.209326, -1.489079



[We would appreciate if you could get in contact with us via telephone the day before check-in to arrange to meet in the parking lot of the Mendialde restaurant and from there we will accompany you to the property.](#)

CANCELLATIONS:

In case of a cancelation before the start date of services, the refund or non-refund of the deposit will be transacted as per the conditions published in our rental terms and conditions.

At Amaiur on 04 de marzo de

2017XX

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