

# Costa Natura Terms & Conditions

This is a naturist resort for families and couples. We ask all holiday makers to please respect the community rules.

**Please read the terms and conditions below.**

**Apartments:** Please note that all our apartments are owned privately. Each apartment is decorated, furnished and fitted by the owner to a variety of styles, colours and individual tastes.

**Payments:** To secure the reservation, we require a 30% deposit in one week by bank transfer onto our Spanish account. The balance should be paid 6 weeks prior to arrival. We can also accept cash for the balance, but only to a maximum of EURO 2.500 per booking. We do not accept 500€ notes.

**Bookings:** We accept bookings for minimum of 2 nights or 5 nights in low season (depending on the apartment) and 7 nights in high season (July & August), for bookings for less than 5 nights we charge a final cleaning fee of 18,15€ per person.

The prices are based in two people. For bookings for more than two people there is a charge of 10€ per person/night.

**Cancellation policy:** There is a 30% security deposit upon booking which will be refunded minus 50€ administration fee. For cancellations less than 6 weeks prior to arrival day, the amount paid is not to be refunded (please note that your travel insurance will cover this cancellation, we can provide you with the invoice).

**Key card:** In order to access the Resort when the reception is closed we will provide you with an access card during your stay. This key card opens the side gate as well as the gate to the community parking. We take a 20€ deposit for this card in cash which will be returned to you upon departure.

**Opening times:** The reception will be open:

October to May: 9:00-16:00 Monday to Friday / 11:00-15:00 Saturday and Sunday.

June to September: 9:00-19:00 Monday to Friday / 10:00-17:00 Saturday to Sunday.

If you arrive outside of our opening hours, please let us know so we can put the key into the key safe for you and give you instructions. All payments should be made in advance.

**Electricity:** In order to avoid abuse of electricity usage, especially due to heating and air-conditioning, in bookings with a reduced price and winter offers (minimum 30 days from November to March) the electricity will be charged separately upon departure, the price is 0,30€/KW.

**Extras:** All extra charges like additional cleaning, electricity and telephone charges are subject to 10% tax.

**Cleaning:** We provide linen and towels upon arrival. All rentals (except for special offers and discounted prices) include a weekly mini-clean with towel and linen change as well as a towel change every 4 days.

All properties should be left clean and should be handled with respect.