

Dear guest,

As you know from the news, all of Spain has been in quarantine for a week. This will be extended by 14 days until April 11th.

It is not yet clear what will happen afterwards. The growth curve of the spread of the epidemic will most likely be flattened by then, because compliance with the restrictions on going out will be strictly controlled here.

When and to what extent freedom of movement and travel can be expanded, is currently not foreseeable. This also depends to a large extent on the measures that are currently being taken, unfortunately often with a delay, in other European countries.

What happens if the booking is canceled?

1. In the event of cancellation due to force majeure, the maximum cancellation fee is 20%. So you do not have to cancel immediately because the costs will not increase if the arrival date gets closer. We recommend to wait a little longer and to make the decision 3-4 weeks before arrival. It is also better to wait until the airline cancels the flight, as this gives you a greater chance of reimbursement.
2. We offer our guests with arrival date before June 30th the opportunity to reschedule the booking to a available period within the next 12 months. The travel price will be adjusted to the new period and the payments made will be fully credited to the new booking.
3. If a change of booking to another period is not possible or is currently not foreseeable, we will do our utmost to keep the cancellation costs at the lowest possible level. However, we ask for your understanding that the full amount cannot be reimbursed, since we have work and costs with both your bookings and your cancellation, and we still have to get through the next few months. We have already adapted to the situation and are on an absolute saving course.

What is the risk of infection in a holiday home?

As soon as freedom of travel prevails again, many holidaymakers will first decide to stay in a holiday home, because unlike hotels, campsites or cruise ships, where you spend a lot of time in communal areas, a holiday in private accommodation is associated with an extremely low risk of infection.

Our vacation rentals are cleaned and prepared with very strict hygiene standards:

- We make sure that the dishwashers work at the highest temperature setting (75 a 90°).
- All surfaces, taps, door handles, remote controls, light switches and other surfaces that often come into contact with the hands are cleaned with disinfectant products.
- Bed linen and towels are washed at 60 - 80°.
- Air conditioning filters are cleaned by specialists.
- There is soap or washing gel ready as well as disinfectant cleaning agents for dishes and general use.
- The entire property is well ventilated.

Medical care in case of infection

We expect the government's radical measures to bear fruit and the Andalusian public health system, which, yet only affected by few cases, is getting prepared in high speed to provide good medical care for what will come during the next weeks. Currently there is an emergency in the hospitals only in Madrid.

We all hope that despite the critical situation, you can still enjoy your vacation on the Costa de la Luz later this year. Stay healthy!

Kind regards from Conil