

# Booking Policy

## Check-in time



### Check-in time is flexible.

We kindly ask you to fill in the online registration in advance, which you will receive by email, indicating your flight number/ time of arrival/airport, etc., so that we can coordinate the departure of previous guests and the preparation of the room for your arrival in good time. **For some properties, check-in after 10 p.m. will incur an additional charge. Check with a manager for details.**

### Check-in process::



Please follow the instructions we will send you when the booking is completed.



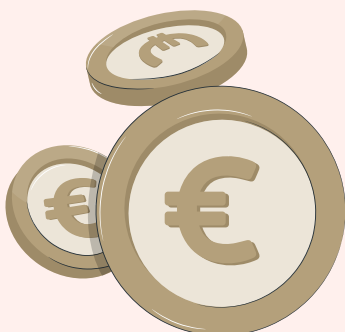
Once you have picked up your luggage and, if necessary, arranged your car rental, please head to your accommodation or prearranged meeting place and, when leaving the airport, call us by phone.

## Check-out time

### Check-out time is 11.00-12.00.

In some cases late check-out (after 12.00) is possible. Please check with our staff in advance about the possibility, cost and conditions of a late check-out in your specific case.

## Payment



- At the time of reservation, 50% of the total cost of the booking must be paid. The rest of the rent as well as the security deposit must be paid at least 14 days before you check in.
- If a reservation is issued less than 14 days before the date of arrival, payment is required in full at the time of booking.



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The security deposit paid at check-in will be refunded within 7 days after check-out and inspection of the room, by bank transfer to your account.

## Notes



All facilities are smoke-free

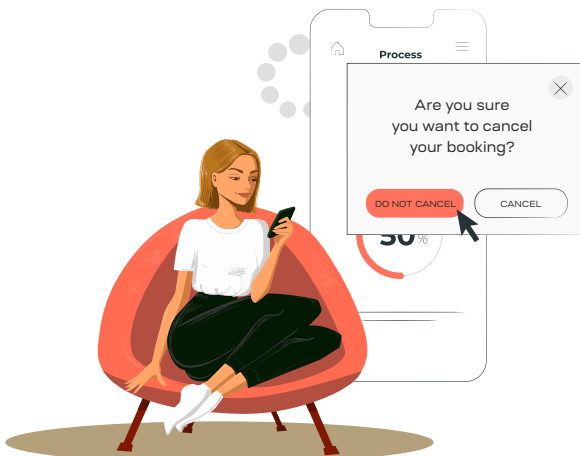


The facilities are not intended for entertainment activities



Guests can stay with pets on request

## Cancellation policy



In the case of a cancellation, the following penalties may apply:

**From booking date up to 15 days before arrival**  
50% prepayment

**Up to 14 days before arrival**  
100% of the prepayment amount

**No check-in after full payment of the booking**  
100% of the rental amount

**Important:** In case of cancellation during a pandemic or in case of other force majeure beyond the control of the parties, the amount paid will be retained against future accommodation. In this case, the guest receives a travel voucher for up to 3 years.

If you have any questions or additional information that we need to know about, please contact us:

**Email:** [info@oxmar.com](mailto:info@oxmar.com)

**Phone:** +34 681 328 330

(Monday – Friday, from 10 a.m. to 8 p.m.)



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