

Cancellation policy

Last update: October 2021

- No charges will be made for bookings cancelled within 24 hours of booking.
- The customer can cancel the booking free of charge up to 30 days before the arrival date.
- The customer will have to pay the full price of the booking if cancelled less than 30 days before the arrival date.

Modification policy

Last update: October 2021

- The client can modify the reservation free of charge up to 30 days before the date of arrival. You will only have to pay extra if the price per night marked on the new dates is higher than those made in your initial booking.
- Under no circumstances will the amount paid be refunded, even if the modification implies a lower price on the new dates.
- Modifications cannot be made more than 5 days before the date of arrival. (Exceptions are made in cases of force majeure).
- In case of changes made less than 30 days before the arrival date, a penalty fee will be charged: (Exceptions are made for cases of force majeure).
 - o Between 30 and 15 days in advance: one overnight stay of your booking (the most expensive one)
 - o Between 14 and 5 days in advance: two overnight stays of your booking (the most expensive)
- Modification Conditions:
 - o Modifications can be made between Villas in the group, subject to availability.
 - o The availability of the calendar and the prices established for each Villa and season must be respected.

Rules

Last update: October 2021

- When you leave you must leave the villa clean, just as you found it. (If you wish, for an extra 50€, you can hire the check-out cleaning, our cleaning team will do it for you).
- In the villa you will find linen, towels for the bathroom and pool, for all occupants.
- For stays of more than 10 days, an additional set of bed linen, bath and pool towels will be provided for all occupants.
- In the event of an accident in which you or any of your companions damage the holiday home or break any valuables during your stay, you will be responsible for the damage caused.
- You must follow the rules of the Villa:
 - o Arrival from 16:00 until 20:00 (let us know what time you plan to arrive in Playa Blanca, so we can organise everything).
 - o Departures until 10:00
 - o No smoking inside the villa.
 - o No parties/events are allowed.
 - o Noise should be kept to a minimum from 21:00 to 9:00, so as not to disturb the neighbours.
 - o Pets are not allowed

When booking this Villa, we have to comply with the requirements of the law, so a few days before your arrival, we will contact you, to provide us with your personal details and ID, to fill in the registration book that we then present to the Guardia Civil. (This data will only be used for this purpose and stored for the time stipulated by law).

Privacy policy

Last update: October 2021

1. USER INFORMATION

Prois Empresarial, S.L., as data controller, informs you that, in accordance with the provisions of Regulation (EU) 2016/679, of 27 April, (RGPD) and O.L. 3/2018, of 5 December, on data protection and guarantee of digital rights (LOPDGDD), we will treat your data as reflected in this Privacy Policy.

In this Privacy Policy we describe how we collect your personal data and why we collect it, what we do with it, who we share it with, how we protect it and your choices regarding the processing of your personal data.

This Policy applies to the processing of your personal data collected by the company for the provision of its services. If you agree to the measures in this Policy, you consent to our processing of your personal data as defined in this Policy.

2. CONTACT

Company name: Prois Empresarial, S.L.

Commercial name: Houses in Lanzarote

CIF: *B-60860905*

Domicilio: Premià de Dalt, Barcelona, Catalunya

e-mail: prois@prois.es

3. KEY PRINCIPLES

We have always been committed to providing our services with the highest degree of quality, which includes treating your data securely and transparently. Our principles are:

- **Legality:** We will only collect your Personal Data for specified, explicit and legitimate purposes.
- **Data minimisation:** We limit the collection of Personal Data to what is strictly relevant and necessary for the purposes for which it was collected.
- **Purpose limitation:** We will only collect your personal data for the stated purposes and only in accordance with your wishes.
- **Accuracy:** We will keep your personal data accurate and up to date.
- **Data Security:** We implement appropriate technical and organisational measures proportionate to the risks to ensure that your data is not harmed, such as unauthorised disclosure or access, accidental or unlawful destruction or accidental loss or alteration and any other form of unlawful processing.

- **Access and rectification:** We have the means for you to access or rectify your data when you consider it appropriate.
- **Retention:** We retain your personal data in a lawful and appropriate manner and only for as long as is necessary for the purposes for which it was collected.
- **International transfers:** Where your data is to be transferred outside the EU/EEA it will be adequately protected.
- **Third parties:** Access and transfer of personal data to third parties is carried out in accordance with applicable laws and regulations and with appropriate contractual safeguards.
- **Direct Marketing and Cookies:** We comply with applicable advertising and cookie legislation.

4. COLLECTION AND PROCESSING OF YOUR PERSONAL DATA

The types of data that may be requested and processed are:

- Identifying data.

We also automatically collect data about your visit to our website as described in the cookie policy.

Whenever we request your Personal Data, we will make it clear to you what Personal Data we collect and for what purpose. In general, we collect and process your Personal Data for the purpose of:

- Provide information, services, products, relevant information and news in the sector.
- Sending communications.

5. LEGITIMACY

In accordance with the applicable data protection regulations, your personal data may be processed provided that:

- You have given us your consent for the purposes of processing. You may of course withdraw your consent at any time.
- If legally required to do so.
- Because there is a legitimate interest that is not undermined by your privacy rights, such as sending commercial information either by subscribing to our newsletter or by your status as a customer.
- Because it is necessary for the provision of any of our services through a contractual relationship between you and us.

6. COMMUNICATION OF PERSONAL DATA

The data may be communicated to companies related to PROIS EMPRESARIAL, S.L. for the provision of various services as Data Processors. The company will not make any transfer, except by legal obligation..

7. YOUR RIGHTS

In connection with the collection and processing of your personal data, you can contact us at any time to:

- Access their personal data and any other information indicated in Article 15.1 of the GDPR.
- Rectify their personal data that is inaccurate or incomplete in accordance with Article 16 of the GDPR.
- Delete your personal data in accordance with Article 17 of the GDPR.
- Restrict the processing of your personal data in accordance with Article 18 of the GDPR.
- Request the portability of your data in accordance with Article 20 of the GDPR.
- Object to the processing of your personal data in accordance with Article 21 of the GDPR.

If you have given your consent for a specific purpose, you have the right to withdraw the consent given at any time, without this affecting the lawfulness of the processing based on the consent prior to its withdrawal.

You may exercise these rights by sending a reasoned and accredited communication to prois@prois.es

You also have the right to lodge a complaint with the competent supervisory authority (www.aepd.es) if you consider that the processing does not comply with the regulations in force.

8. LEGAL INFORMATION

The requirements of this Policy supplement, and do not replace, any other requirements existing under applicable data protection law, which shall in any event prevail.

This Policy is subject to periodic review and may be amended by us at any time. When this happens, we will notify you of any changes and ask you to re-read the most recent version of our Policy and confirm your acceptance.