

comfy studios

Terms & Conditions

Welcome to the terms and conditions of Comfy Studios. Please read these terms and conditions carefully before reserving your studio with us.

1. Definitions

“Comfy Studios”, “we”, “us”, “our” and “the company” all refer to the Comfy Studios on 4 Avenida Alay, 29630 Benalmadena in Spain.

“Booking” refers to the studio reservation made at Comfy Studios and all other services or items purchased with the company

“VAT” refers to the value-added tax

General Terms & Conditions

These terms and conditions are valid between the guest and Comfy Studios. The terms & conditions apply to the reservations of studios and all other spaces in the property of Comfy Studios. It might happen that terms and conditions change between your date of reserving your studio and your arrival date.

Behaviour

At Comfy Studios we expect all our guests to behave and conduct themselves throughout their stay and their usage of the facilities of Comfy Studios. Guests are asked to respect the property, the other guests and the property. The pleasure of other guests cannot be interfered with and also the operation of Comfy Studios shall not be interrupted by guests. Comfy Studios reserves the right to refuse service or accommodation of a guest and is permitted to remove a guest or members of a guests from the hotel if we believe these general terms are not followed.

When a guest is asked to leave the property, we are not obligated to refund the guest for lost accommodation or any other services that were encountered.

Pets

Pets are not allowed in the studios and the public spaces at the Hotel.

Accessibility

Comfy Studios is accessible with a wheelchair and guests with a wheelchair can enter the reception and outside area of the Studios with the wheelchair. Also studio 3: Comfy Arabesco is suitable for people with a wheelchair. The other 18 studios are not available for wheelchairs.

Underaged

All children (a person under 16 years of age) staying at the Hotel must be accompanied and supervised by an adult at all times.

Families and children

At Comfy Studios children are more than welcome. We have 1 Family Studio, which each has availability for four people in total. Please note that there is a swimming pool accessible for all guests and therefore children that cannot swim independently will have to be accompanied by an adult at all times.

Non-smoking

Comfy Studios rooms and common areas are all non-smoking areas. It is not permitted to smoke inside the property and also the usage of candles is not allowed. If these terms are not followed, management has the right to utilise the deposit and charge a 200,- Euro fine from the guests deposit. Smoking on the private balconies is allowed but only considering closing the door to the studio.

Parking

Comfy Studios does not have a private parking lot however in the harbour of Benalmadena,

right in front of Comfy Studios guests can park their car. The costs for these parking spots are 16,- Euros per day and the spots can be reserved at Comfy Studios. Comfy Studios is not reliable for any theft or damage in the garage.

Liability

Comfy Studios is not liable for any theft or loss of belongings in the Studios or the public areas. There are safes located in each studio where important personal belongings can be stored with a personal safety code.

Damages & deposit

When damages occur, Comfy Studios reserves the right to charge the credit card of the guest for the incurred damages or missing items. A deposit of 200,- Euros will be pre-authorized during check-in to secure for these situations.

Unforeseeable circumstances

Comfy Studios is not obliged to pay any compensation or is not liable for a failure of providing service in cases that are out of our control such as: natural disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic events, circumstances or emergencies, making it impossible, illegal or preventing guests from staying in our hotels.

Lost and found

Items found in the Studios or Public areas of Comfy Studios will be registered and stored for one year.

Wifi connection

Guests can use the Wi-Fi connection of Comfy Studios in the studios and public areas. Passwords will be provided. Comfy Studios is not responsible for the integrity, security or accuracy of completeness of information that guests transmit or receive while using the Comfy Studios network. Unlawful or prohibited purposes on our network are not permitted.

Privacy and Cookies

Please request our privacy and cookie policies if you want to learn more about how your personal information is stored and used. Some personal information is requested by the Spanish police and is shared with them.

Terms & Conditions with regards to reservations

Credit cards

When making a reservation at Comfy Studios you are asked for your credit card information. When booking a studio and supplying these details you give us the permission to utilise the card for any expenses at our property. Comfy Studios has the right to take a pre-authorization for the deposit and charge the accommodation and any other services or products to the credit card. When the details are not provided, the reservation is not confirmed.

Booking

When making your reservation you agree that your reservation is made for the number of people that are paid for and that no uninvited guests will join you. Studios are not used for fraudulent reservations, to assign to third parties or to resell.

Next to this you agree with your studio rate when making your reservation and are aware that this does not include breakfast or any other services or products. Prices are subject to change due to currency fluctuations without further notice. Studio rates charges must be prepaid on non-refundable offers. Other offers will be paid during check-in. All charges made during the stay must be paid during check-out.

Rates

Comfy Studios operates with two rates on all direct platforms and all external platforms. We work with the Standard Rate and the Non Refundable Rate.

- Standard Rate

The Standard Rate is our flexible rate and can be cancelled up to 14 days in advance during the high season (July-September) and 7 days in the low season (October - June). The Standard Rate reservations can also be rescheduled up to 14 or 7 days in advance, depending on the season and the availability on the new dates.

When you cancel a Standard Rate reservation before 14 or 7 days in advance, no costs will be charged to the guests. A cancellation later these days will be charged with one nights rate.

- Non Refundable Rate

The Non-Refundable Rate is our non-flexible rate. Reservations made under this rate cannot be altered or cancelled. In case of a cancellation the guest will be 100% charged. When making a reservation with the Non-Refundable Rate, Comfy Studios is allowed to perform the full payment at the moment of the booking. Guests do have to show their credit card during check-in.

Cancellations or modifications

All cancellations or modifications need to be requested in writing. For any unforeseen incidents, we advise you to take travel and/or cancellation insurance at all times. When the

situation requires refunds of prepaid charges, these are generally processed within 10 days after your cancellation or alteration request. When making a reservation through an Online Travel Agency you must contact that Travel Agency to request a modification or cancellation.

Note, when making a reservation under the Non-Refundable Rate, you cannot cancel or modify your reservation.

Payments

The following payment methods are accepted at Comfy Studios: VISA, VISA Electron, V Pay credit, debit, business cards, MasterCard credit, American Express.

During the check-in we are obliged to authorise the accommodation charges (studio rate and any other services or products). Furthermore a deposit of 200,- Euros. With a Non-Refundable reservation the studio rate and other pre ordered services or products will be paid when making the reservation. Any services or products added during the stay must be paid at check-out. Studio authorization and studio night charges are to be paid by credit card, which you need to be able to show upon check-in. Incidentals are allowed to be paid with credit card and debit card.

Check-in and check-out

Checking in can be done from 15:00 onwards. Check-out is at 12:00. Late check-out can be requested upon availability and will be charged with 30,- Euros.

Links to third-party websites

Comfy Studios cannot control or influence any third party websites and is not responsible for any contact of any other websites. Utilising third party websites is at our guests own risk.

Please contact us at info@comfystudios.es if you have any questions regarding the terms & conditions described above.