

Terms and conditions

These terms and conditions define the rights and obligations of the Parties within the scope of reservations made through the House of Somos (hereinafter the hotel or Somos or we) website. We kindly ask our Customers (hereinafter Customer or You) to read and understand our terms and conditions before finalizing their booking as by making a booking via our website, You also accept and agree to all terms and conditions.

Accommodation provider: Casa de Somos limitada

Sales agent:

Project 27, s.r.o.

Černyševského 26, Bratislava 851 01, Slovak republic

ID no.: 44 115 202

Property and Cancellation Policies:

-You will be charged the total amount of your reservation at booking time.

-If you wish to cancel your reservation, you will need to notify us via e-mail at bookings@houseofsomos.com 31 days prior to your arrival date before 2:00 pm to be entitled to a 50% refund.

-If you cancel 30 days prior to your arrival, your reservation will be non-refundable.

However, if you cancel and we are able to resell your bed/room, we will reimburse you for 50% of your booking.

- If you withdraw from the contract or your money is refunded for another reason, we will refund the money to you in the same way we received it from you. However, if the money cannot be refunded in the same way, you are responsible for the correctness of the information you provide to us for the refund. You are also responsible for the correctness of the information if we have agreed to your request and refund the money in another way.

-No Show: If you fail to show up on the arrival date, your booking will be cancelled and you will not be entitled to a refund. If you arrive a day late without informing the hotel, then we may have already resold your bed.

-Cancellations made during the stay will not be refundable.

Payment:

We take debit or credit card payments:

100% of the reservation will be collected upon completing the booking.

Please refer to our property's terms and conditions and cancellation policies.

Somos Hotel Policies:

1. Check In & Check Out

New arrivals can check in any time after 2 pm. If you arrive earlier, we have secure storage for bags until your room is ready and you are more than welcome to use all other facilities. Check out time is 11am and this is non negotiable, a \$50 will be charged to all guests leaving the room anytime after that.

2. Room Allocation

If you'd like to change beds or swap with another guest you must request to reception staff first as this is often not possible and can cause our staff a lot of inconveniences.

3. Guest Behavior and Curfew

The comfort, safety and security of our guests is of paramount importance to us. Any guest who, in the opinion of our staff, compromises the comfort, safety or security of other guests, staff or local community will be requested to leave the hotel premises and will not be given a refund.

No parties, gatherings or music are allowed after 12 am.

4. In Room - Common space Policy

Drinking, smoking and eating are not allowed in the rooms. Eating and drinking is allowed in common spaces, we just ask that you do so as cleanly as possible. There is also a strong "BAGS IN LOCKERS" policy this is not only for cleanliness but also safety.

Every guest is expected to pick up after themselves. It is important to clean up the kitchen area after using it.

NO SMOKING inside the hotel. Under Costa Rican law, smoking is only allowed out on the street. The anti-smoking law requires all public places to be 100% smoke free.

5. No Drugs

The penalties attached to drug charges in Costa Rica are very severe. With this said we neither condone nor allow any form of drug use or possession.

6. Personal Property

Secure lockers are provided with every bed and are large enough to store all of your possessions. It is the guest's responsibility to ensure that their personal belongings are secure at all times. We accept no liability for the loss, theft or damage to guests property. Locks are provided in the room and keys will be given from reception. Clothing or personal items left at the premises will be kept for a fortnight then if not reclaimed or notified they will be donated to Charity.

7. Damage to Property

Guests are expected to reimburse Somos for any damage caused by inappropriate behavior during their stay.

White towels are provided by us but its use is limited to hotel premises. If they were to be stained or damaged in any way, a \$10 fee will be charged for each body towel and \$5 for each hand towel.

Beach towels are also provided by us. A \$50 fee will be charged in case of loss or damages.

8. Liability

Except in relation to death or personal injury caused by Somos negligence, Somos's liability remains, at all times, limited to the value of the services booked. As a provider of accommodation, Somos places personal safety and wellbeing atop our list of concerns. However, Somos will not be in any way liable for any injury or incident caused by guest negligence, or situations we cannot control.

9. Security

All Somos guests must be over the age of 18. Somos guests are expected to wear the provided armbands which allow our staff to know that you are in fact a guest and that we have your contact details recorded.

Privacy policy:

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from <https://houseofsomos.com/> (hereinafter the Site).

Personal information we collect:

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information".

We collect Device Information using the following technologies:

"Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>. "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps. "Web beacons", "tags", and "pixels" are electronic files used to record information about how you browse the Site. Additionally when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information, email address, and phone number. We refer to this information as "Order Information". When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Order Information.

How do we use your personal information?

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you:

Screen our orders for potential risk or fraud; and When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services. We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

Settlement of disputes and applicable law:

In the event of a dispute relating to these terms and conditions, You should first contact our customer services or the hotel to attempt to resolve the dispute amicably.

These terms and conditions and any non-contractual obligations arising in connection with them are governed by the laws of the country where the hotel is located.

The courts of the country where the hotel is located have exclusive jurisdiction to determine any dispute arising in connection with these terms and conditions, including disputes relating to any non-contractual obligations.

Alternative dispute resolution:

In any case of dispute relating to sales agent, in addition to the above, you have the alternative option of contacting the authorities of Slovak republic. These relations are governed by Slovak law. The competent entity for the alternative resolution of consumer disputes with the sales agent is:

The Slovak Trade Inspection, which can be contacted for the stated purpose at the address SOI Central Inspectorate, Department of International Relations and ARS, Prievozská 32, postal folder 29, 827 99 Bratislava, or electronically to ars@soi.sk, or adr@soi.sk, or another relevant authorized legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list of authorized entities is available at <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1> /list-of-subjects-of-alternative-resolution-of-consumer-disputes-1, whereby you have the right to choose which of the listed entities of alternative dispute resolution to turn to. The client can use the online alternative dispute resolution platform available at <https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute> to submit a proposal for alternative resolution of their consumer dispute -resolution/index_sk.htm. You can find more information about the alternative resolution of consumer disputes on the website of the Slovak Trade Inspection: <https://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>.