

## Ten Mallorca Terms and Conditions

To ensure that Ten Mallorca provides a safe and comfortable stay to guests, the following rules need to be followed:

Not abiding by these rules may lead to cancellation of stay and/or refusal to use the facilities and cancellation will be charged at the full cost of the whole booking period.

1. Do not use the guest rooms for purposes other than accommodation, unless agreed with Ten Mallorca.
2. Guests must provide valid identification. This is strictly a passport or identity card. Driving licences can not be accepted.
3. Check in is at 16:00. We have an early arrival package which is 30€ per person and includes one lunch item from our menu. This includes the use of facilities such as the pool and gym. Alternatively we have a free bag drop from 12
4. Check out is 11:00. Our late departure can be booked allowing use of the pool and one lunch item until 16:00 at a charge of 30€ per person but this is subject to availability and must be booked in advance and agreed with Ten Mallorca. Any time after this guests will be charged a full night stay.
5. The use of candles or anything else that may cause a fire in the rooms is prohibited.
6. Ten Mallorca is a non smoking facility. If guests wish to smoke on the balcony please close the doors behind you. If any guest is found to have smoked in the rooms or not closed the balcony there will be penalty of 150 EUR.
7. Ten Mallorca is an adults only facility, guests must be over the age of 18 years old.
8. Ten Mallorca does not allow pets.
9. The pool opening hours are from 8am until 22.30
10. There are to be only two guests staying in a room, unless previously agreed with Ten Mallorca.
11. All towels and robes found in the room are the property of Ten Mallorca, we have separate pool and beach towels for guests.
12. Do not hang anything on the walls or fixtures in the guest rooms that may cause damage to the property. This includes hanging towels and clothing on balcony terraces.
13. Ten Mallorca reserves the right to charge for any damages or breakages occurred during your stay.
14. Any food or drink purchased outside of Ten Mallorca may not be consumed on the property unless previously agreed with Ten Mallorca where corkage will be charged per item.
15. Please do not store items of unopened food in your room to avoid attracting pests. If unopened food is left in your room it will be removed when we turnover your room.
16. Breakfast, lunch and dinner are to be consumed in designated eating areas.
17. Any illegal activity is strictly prohibited and will result in immediate cancellation of the stay with the full amount of the stay to be charged. The police will be called immediately.
18. Visitors are not allowed in guest rooms and must be authorised by Ten Mallorca to use any facilities.
19. Do not distribute advertisement goods or sell articles to the other guests or collect donation or signatures from them on the premises, without proper permission.
20. Any acts of photography that may bother the other guests are strictly prohibited on the property.
21. Sustainable local tourism tax is to be paid by each guest. In high season this is 3 EUR per person per night. In low season this is 2 EUR per person per night.

22. Your room will be cleaned every day and towels and bedding will be changed after four nights. If you require a bed or towel change please ask at reception.
23. Ten Mallorca reserves the right to enter any room if housekeeping is denied in order to maintain the upkeep of the property.
24. Housekeeping is from 10.00 to 15.00 daily, if we are unable to access your room, we cannot guarantee that your room will be cleaned.
25. The guest is responsible for their belongings, Ten Mallorca bears no liability for any loss or damage thereof.
26. Once a guest starts to use the room, full payment is required and this is non refundable if the guest chooses to cancel the stay.
27. If the guests causes damage to the room, equipment or sundries a minimum charge of 50 euros will be made plus the cost of the damage and the loss of any potential future sale of the room.