



Terms & Conditions

Tabaiba Guesthouse is a small family-run business that offers bed and breakfast accommodation. Our goal is to ensure you a most enjoyable stay with us and the best way to ensure this is to know our terms and conditions. By making a reservation through our website, by phone or email, you will be deemed to have fully read and understood our terms and conditions that are considered an integral part of the reservation. If you book through other booking channels, terms and conditions may differ.

Payment

Upon accepting your booking we ask for full payment for the total cost of your stay. Payments can be made by credit or debit card through our website with *Stripe* payment system. If you prefer to pay by bank transfer, please contact us by email for the bank details.

Arrival and Departure

We do not have a 24-hour reception service. Check-in is from 5 p.m. and you must notify us in advance of your arrival time. If you think you may arrive before 5 p.m., let us know and we will do our best to check in earlier, but we cannot guarantee it. Late arrivals after 10 p.m. are charged with 10 € extra fee.

Check-out is by 11 a.m. on your departure day. If you have planned an excursion that day, we offer you the possibility to store your luggage for free until you return.

Children

Children from 12 years are welcome, but must occupy their own bed in their parents' room at the full adult rate.

Cancellation and Booking Amendments

When you make your booking a deposit equal to the total cost of the booking is required. This deposit will be refunded according to the cancellation policy. If you cancel more than 7 days before the start of your stay we won't charge you any cancellation fee and will refund you the whole deposit. If you cancel less than 7 days before the start of your stay no refund is given. In case of no-show, reduction of the number of overnight stays or number of persons per room after the date of arrival, the full cost of the original booking is charged.

We will always confirm any booking cancellations by sending you an email. A booking should only be considered as cancelled when you have received a confirmation email from us.

Unexpected Cancellation

Your reservation will only be cancelled by us in exceptional and unforeseen circumstances. If we have to cancel your reservation, we will notify you as soon as possible and will endeavour to provide you with alternative accommodation recommendations. We will however not be responsible for any losses or increased expenditure by you in securing alternative accommodation elsewhere.

Non-Residents

Under no circumstances will any person(s), not accepted by us as paying guests, be permitted to join you either in your room or in the common areas. For security reasons, it is forbidden to invite third parties who are not registered as clients.

Pets

We do not permit pets within our home.

Tabaiba Guesthouse

Calle Ravelo 2 - 38480 Buenavista del Norte - S/C de Tenerife - Phone: +34 608 934 607
info@tabaibaguesthouse.com - www.tabaibaguesthouse.com



Rooms

It is forbidden to cook and eat in the rooms, to relocate the furniture, to put the mattresses on the floor and to organize meetings or parties.

Large items of outdoor equipment are not permitted to be taken into the rooms. We have a spacious storage room available for bicycles, surfboards, diving equipment, wetsuits, etc.

Please separate the recyclables into proper bins and reduce the consumption of water and energy.

Liability of Tabaiba Guesthouse

Tabaiba Guesthouse does not accept any liability for any damage, loss or injury to guests or any possessions, unless proven to be caused by intent or a negligent act by ourselves. For your safety, make sure you have locked all doors and windows whenever leaving the guesthouse.

Liability of Guests

Clients must respect all of the fixtures and fittings. Guests are responsible and liable for any breakages or damages to deliberate wrongdoing or gross negligence. Tabaiba Guesthouse will charge guests all damages and breakages before departure. We understand that accidents may happen unintentionally, so we ask guests to report any incidents as they occur so we can resolve them.

If we find that a room requires excessive cleaning after you have departed, we reserve the right to make a charge to cover the additional cleaning costs.

In the event that you lose the keys, a charge will be made to cover keys and replacement of door locks.

Quiet Hours

We ask you to respect the night rest of the guests from 10 p.m. to 6 a.m. Take special care not to slam doors and windows or make too much noise during these quiet hours.

You can use our roof terrace from 7 a.m. to 11 p.m., minors always accompanied by an adult.

Smoking

We operate a strict non-smoking policy throughout the whole house. Smoking is totally forbidden both in common areas and in the rooms. On the roof terrace you find a smoking area.

IN CASE OF NON-COMPLIANCE OF ANY OF THESE CONDITIONS BY THE CLIENT, WE WILL ASK THE CLIENT TO LEAVE THE ESTABLISHMENT IMMEDIATELY, WITHOUT ANY REFUND.

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