

Travel cancellation fees

In accordance with the provisions of Royal Legislative Decree 1/2007, which approves the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, at all times the consumer may desist from the services requested or contracted during the 14 days following the conclusion of the contract by which reservations are made.

The client can withdraw from the contract and cancel his reservation by using the form of contact enabled on the website of <http://www.cabanasenlosarboles.com>

The exercise of withdrawal during the 14 days following the reservation, will not imply expense some for the client. Once the right of withdrawal has been exercised, the parties must return reciprocally the benefits in accordance with the provisions of articles 1303 and 1308 of the Civil Code.

When the client has exercised the right of withdrawal within the legally established period of 14 days after the reservation, SELVAVENTURA S.L., will return the sums to the client paid as a reservation without retention of expenses. The refund will be made before that 14 calendar days have elapsed since the date on which we were informed of the decision of withdrawal of the contract by the client.

In the event that the client has not withdrawn within the legally established period of 14 days after the reservation, SELVAVENTURA S.L., offers an extra coverage for which paying the amount of 2 euros, and with a limit of 400 euros of coverage, will be reimbursed the supervening:

- 1- Due to death, hospitalization of at least one night, serious illness or serious bodily accident, as well as call for surgical intervention or medical tests, both the client or one of their relatives.
- 2- Call of the Client as a party, witness or jury in a Civil, Criminal, Labor or Administrative Court as a member of a polling station for elections at the state, autonomous or regional level municipal.
- 3- For serious damages caused by fire, explosion, theft or by force of the nature, in your primary or secondary residence, or in your professional premises if the client exercises a liberal profession or runs a company and its presence was imperatively necessary.
- 4- Due to the dismissal of the client, or to the incorporation to a new job, as long as it occurs after the registration of the trip.
- 5- Act of aerial, land or naval piracy that makes it impossible for the client to start his journey in the Scheduled dates.
- 6- Police detention of the client, occurring after the subscription of the coverage extra, that matches the dates of the trip

It will be essential for the payment of the indemnity, to present the documentation justifying the reason for the cancellation of client or his companion. If the client cancels late on the day that he has knowledge of the cause that prevents his trip, the additional expenses that have been invoiced will not be subject to any refund.

In case of having made the reservation through a wholesaler, to proceed with the compensation, it will be essential to present the expenses by invoice, the wholesaler is assuming for the cancellation of the client's trip, indicating the date of cancellation of the trip.

For any of the causes foreseen in this section of EXPENSES OF ANNULMENT OF STAY, if the client made a cession of the same in favor of another person, also the additional expenses that are produced by the change of the holder of the reservation will be guaranteed, but client he must have communicated it in writing to SELVAVENTURA, SL