

## **Cancellation and return policy**

In case of no-show, the hotel will be able to charge your reservation in full.

Any modification or cancellation can be made without charge in advance higher than 24 hours before the day of arrival except for non-refundable offers. Yes the cancellation is made with less advance notice, the hotel will be able to make the payment of the First night of your stay as a penalty. The additional services offered by the spa will not be charged if you decide not to use them as long as they have cancelled the service six hours in advance. Whether cancels the service less than six hours in advance, 50% of the amount will be charged. The amount of a purchase or reservation paid will not be refunded (you can contact the hotel for changes of date, reserved product and / or availability) with the exception of the additional service contracted provided that the policy of cancellation.

## **Privacy**

ROC BLANC HOTELS informs Users that it complies with the current regulations of protection of data, especially with the Organic Law 15/1000, of December 13, of Protection of Personal Data, with the law 34/2002, of July 11, of Services of the Information Society and Electronic Commerce and with the rest of development regulations in their area of competence. In accordance with the provisions of current regulations, ROC BLANC HOTELS only collects the data strictly necessary to offer their services. All personal information provided by email or electronic forms are treated in accordance with the current regulations on the protection of personal data and, in any case, are of a confidential for the personnel of the company that manages this information. The answers to the questions raised in the data collection forms are voluntarily, although the refusal to provide the requested data may entail inability to access the services that need them. By the simple fact of provide data Users accept the inclusion and processing of data that provide in a data file of which the HOTEL TERMES owns MONTBRIÓ S.L. When it comes to personal data the data file corresponding is duly registered in the Spanish Agency for the Protection of Data, being able to exercise the rights recognized in Organic Law 15/1999, of 13 December, Protection of Personal Data, and in particular the rights access, rectification, opposition and / or cancellation of data by request Written and signed, accompanied by a photocopy of ID or passport, addressed: Attention of the person in charge of security PROTECTION OF DATA the HOTEL TERMES MONTBRIÓ S.L. C / NOU 38 43340 MONTBRIÓ DEL CAMP. Likewise, if a User does not wish to receive professional information by email or by any other means, can communicate it by any means that leave a record of its reception to HOTEL TERMES MONTBRIÓ S.L. to the address indicated or to [dades@rocblanchotels.com](mailto:dades@rocblanchotels.com). The HOTEL TERMES MONTBRIÓ S.L. reserves the right to modify this privacy policy to adapt it to legislative changes, jurisprudence or the criteria followed by the Spanish Agency for the Protection of Data or the competent authority at any time, as well as industry practices. The changes introduced will be announced on this page before applying them.

## **Legal text**

### **Information LSSI-CE**

In compliance with the duty of information contemplated in article 10 of the law 34/2002, of July 11, Services of the Information Society and Commerce Electronic, it is communicated that the person in charge of this site is HOTEL TERMES MONTBRIÓ S.L., with NIF B-43452028 and address at Carrer Nou 38, 43340 Montbrió del Camp, with the name of the domain [www.rocblanchotels.com](http://www.rocblanchotels.com) registered in the registry correspondent.

### **User's concept**

The simple use of the site attributes the condition of User and implies acceptance full and without reservations of each and every one of the provisions included in this Notice Legal in the version published by ROC BLANC HOTELS at the moment when the

User accesses the site. Consequently, the User must read this Notice carefully  
Legal in each of the occasions in which you intend to use the site because you can  
have modifications.

### **Users' responsibility for use and content**

Both the access to the site and the use that can be made of the information and the  
content, both understood in a broad sense, included or available in the  
It is the sole responsibility of the User and are subject to legality,  
whether national or international, applicable, to morals, to public order, to good  
customs, the rights of third parties or of ROC BLANC HOTELS itself,  
as well as the principles of good faith and lawful use according to the possibilities and  
purposes for which they have been conceived. ROC BLANC HOTELS does not assume  
No liability, either direct or indirect, for any damage, including damage  
emergent or lost profit, derived from the use of information or contents,  
both understood in a broad sense, done in contravention of this clause,  
reserving the power to invalidate any relationship or provision of services  
contracted due to the misuse of the contents.

### **Information on links ("links")**

ROC BLANC HOTELS does not assume any responsibility on the sites of third parties to  
which can be accessed through links (links, links, hyperlinks, banners,  
framing or others) or of any content made available by third parties. Any use  
of a link or access to a third party site is done by will and at exclusive risk  
of the User, ROC BLANC HOTELS does not recommend or guarantee any information  
obtained through a link or assumes no liability for loss, claim or damage resulting from the use  
or misuse of a link or information obtained through this, including other links or websites, from  
the interruption in the service or access, or from the attempt to use or not to use a link, both  
connect to the ROC BLANC HOTELS site as when accessing the information of others  
sites from the ROC BLANC HOTELS site

### **Information about the use of "cookies"**

"Cookies" are small data files that are recorded on the User's computer  
and that allow obtaining the following information: Date and time of the last time the  
user visited the website. Content design that the User chooses in his first  
Visit the website. Security elements that intervene in the control of access to  
restricted areas. The pages of this site may use "cookies" for the purpose of  
improve the service offered to the User. Not accepting "cookies" may imply  
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content from sources considered reliable, does not guarantee that they are accurate or  
updated and reserves the right to introduce improvements or changes at any time  
in information and contents. ROC BLANC HOTELS recommends, before taking  
decisions or take actions based on the information or the contents included or  
available on the site, check the information available by comparing it with the  
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interruptions or malfunction of the services or contents offered on the Internet,  
whatever the cause. Likewise, ROC BLANC HOTELS is not responsible for the  
Network drops, business losses as a result of these drops, suspensions  
of the electric power or any other kind of direct or indirect damage that  
may be caused to Users through no fault of the ROC BLANC HOTELS ROC  
BLANC HOTELS does not declare or guarantee that the services or contents are not  
interrupted or that are free of errors, that the defects are amended or that the  
service or the server that makes them available are free of viruses or other  
malign components, notwithstanding that ROC BLANC HOTELS uses its  
greater efforts to avoid this kind of incidents

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