

Individual and Group Bookings

1. All bookings are considered provisional until a booking form has been received along with a 25% deposit.
2. The balance of the booking is to be paid 4 weeks before the event.
3. Deposits may be paid in Euros by credit/debit card, BACS transfer or Western Union.
4. Incidental costs incurred during the stay (e.g. bar costs) will be settled at the end of the stay in cash.
5. Groups wishing to book the entire House during "Open House" periods will be required to pay for a minimum of 10 persons.
6. For group bookings, final numbers are to be advised at least 30 days before the event, and a list of names and programme received at least seven days before.
7. The prior agreement of the Programme Director is required before any items may be offered for sale on the premises by visiting groups or individuals.
8. The individual or the organiser of a group will be responsible for the financial arrangements and ensure they are in possession of the correct relevant rates.
9. A group will be regarded as a corporate body to whom one invoice will be issued.
10. Given the nature of the courses run at losOlivos, and the reasons for most people attending the centre the minimum age for guests is 13, accompanied by an adult.
11. losOlivos operates a non-smoking policy in all guest rooms and indoor areas.
12. No pets are allowed on the premises.

Cancellation Policy

13. (i) Individuals or groups cancelling their booking more than 30 days before the start of a course or booking will be eligible for a refund of 50% of their deposit.
(ii) Individuals or groups cancelling their booking 4 weeks or less before the start of a course or booking will not be eligible for a refund.
(iii) Individuals or groups will be entitled to claim all of their deposit back only in the event of travel arrangement disruptions due to natural causes (e.g. volcanic ash, floods, etc).
14. In the unlikely event that a course/retreat is cancelled (due to exceptional circumstances: e.g. illness of course leader), alternative arrangements will be made, and should attendants not wish to accept these, they will be entitled to a full refund.

losOlivos is a Christian retreat centre with an inclusive and ecumenical ethos. We welcome people of all faiths and none, and of every race, gender and sexual orientation. Guests are expected to respect this ethos during their stay.

Prices

15. The price of your stay at losOlivos depends on the type of activity you come to enjoy.
16. All prices are on a **full board** basis and include: accommodation, breakfast, lunch, dinner) and local taxes. They do not include: alcoholic beverages (these can be purchased from the guest bar), travel or medical insurance (we recommend you organise this prior to your visit) or transfer to or from Los Olivos (we can organise this for you at a small fee, see below). Accommodation consists of 9 en-suite bedrooms: 3 singles (IN), and 6 doubles/twins (DB).
17. A minimum stay of 2 nights is required for all Eco working holidays and Open House bookings.
18. Prices for Courses & Retreats:
For these prices, please refer to the programme.
19. Extra nights may be added at the beginning or end of a course, based on availability, at an Open House rate.
20. Extra services, e.g. bar, massage, laundry, or pool towel rent, may be paid at reception at the end of your stay.

Travel

21. Guests will organise and pay for their travel to and from losOlivos.
22. For those wishing a transfer from a local airport or train/bus station, losOlivos can provide these for groups of 4 or more at the following prices:
(i) Transfer from/to Malaga Airport / Train Station: 30 euros per person, each way.
(ii) Transfer from/to Granada Airport/Train Station: 15 euros per person, each way.
(iii) Transfer to / from Lecrín village bus stop: FREE.
23. For smaller groups or individuals, please, enquire for price.
24. losOlivos does not accept any consequential losses following the failure of the individual or organiser of a group to comply with the above mentioned terms and conditions.

eco terms & conditions

Green Policy

losOlivos is an eco-centre, which combines rigorous environmental management with low ecological impact. We follow a **Green Policy** that involves:

1. Respect and care for the natural environment, looking after the land and the National Park.
2. Low impact on the Park by welcoming sustainable numbers of guests.
3. Responsible use of water on the land, through a controlled irrigation system.
4. Responsible use of water in the house, using only special air pressure taps and double function wcs.
5. Use of renewable energy sources to generate:
 - a. Heating (underfloor heating) and hot water through solar panels and a biomass boiler.
 - b. Electricity through photovoltaic panels and wind turbines.
6. Recycling waste in the local recycling centre.
7. Offsetting the carbon generated by our guests travelling to the hacienda through the ClimateStewards scheme.

losOlivos works in partnership with the environmental organisation ClimateStewards as sole partners in Spain. To find out more see: www.climatestewards.net



Eco Guidance

In order to help you make the most of your stay at losOlivos, you are asked to observe some basic eco rules.

1. Please look after the gardens, grounds and natural environment, by keeping them clean and tidy.
2. Please use water responsibly when showering, shaving or brushing your teeth.
3. Please help us to save water and the environment by reusing your towels.
4. Please ensure lights in your bedroom are switched off when not in use.
5. Please ensure you do not leave mobile phone and laptop charger leads plugged in when unused.

Did you know that leaving your laptop charger plugged in uses as much electricity whether the laptop is connected or not?

6. Eco friendly hair driers and irons are available from reception for our guests to use, free of charge. **Please, do not bring your own!**

Did you know that using a high powered hair drier for 10 minutes consumes the same amount of electricity as all the lighting at losOlivos for an entire day?

7. Hot drinks are available in the house throughout the day, and tea/coffee making facilities available in each room. **Please, do not bring a travel kettle with you!**