

CONDITIONS FOR MAKING A RESERVATION

There are two ways that a long- distance reservation can be made:

a) **Through the online reservations system:** using this tool you can consult availability and prices of rooms. Reservations will be confirmed immediately. Payment can be made by credit card through the reservations system and will charge total import of the first night.

b) **By phone, fax, email:** by sending us the necessary information for your stay (dates, nights, no. of people, room type...) bookings should be sent to reservas@ancladorada.com or by fax or telephone +34986436607.

On receipt of your request we will reply by email, fax or return the call to confirm the availability of type of room for dates requested. Clients will have to confirm the reservation within three working days by making the first payment by bank transfer.

In order for the reservation to be made definitively a payment of total import of the first night should be made by bank transfer.

Account Details: (HOSTAL ANCLA DORADA SL CIF B36979300) a.C. BBVA 0182 2345 59 0201512920

If this is not possible clients can pay by card (VISA or MASTERCARD) by sending an email or fax to reservas@ancladorada.com or +34986436607 containing the name of the card holder, card number and expiry date. In this case we will need your authorization to make the payment of total import of the first night. On departure guests should make the rest of the payment with cash or by card.

If the guest fails to show up without having cancelled the reservation and ONLY in this case will Hostel Ancla Dorada S.L keep the payment of total import of the first night made to confirm the reservation.

In the case of the reservations from October 7, 8 and 9 of 2008, do not accept cancelations, once the reserve is firm .

GUARANTEES AND SAFETY

<p>In accordance with the Law for Data Protection (15/1999 13th December), we advise guests that the personal information that is used to fill out the reservation forms will be incorporated into a file duly registered to Hostel Ancla Dorada S.L, with the aim of monitoring and improving services for guests. In no case will user information be transferred to third parties.</p> <p>Hostel Ancla Dorada guarantees that this information will be kept securely in accordance with the law and that all guests have the right to access, rectify and request the removal of personal information c/ irmandiños 2, 36201 Vigo Pontevedra.</p>
