

Booking & Itinerary

Did you make reservations with H&S?

Congratulations, you have made a wise choice! To find out about the steps that will follow after you have made your reservation, read below.

After you have made a binding reservation, we will enter your information into our guest administration system and send you a complete **booking confirmation** within three business days. It will include our scope of services and cancellation policies as well as a fact sheet of your holiday home in PDF format.

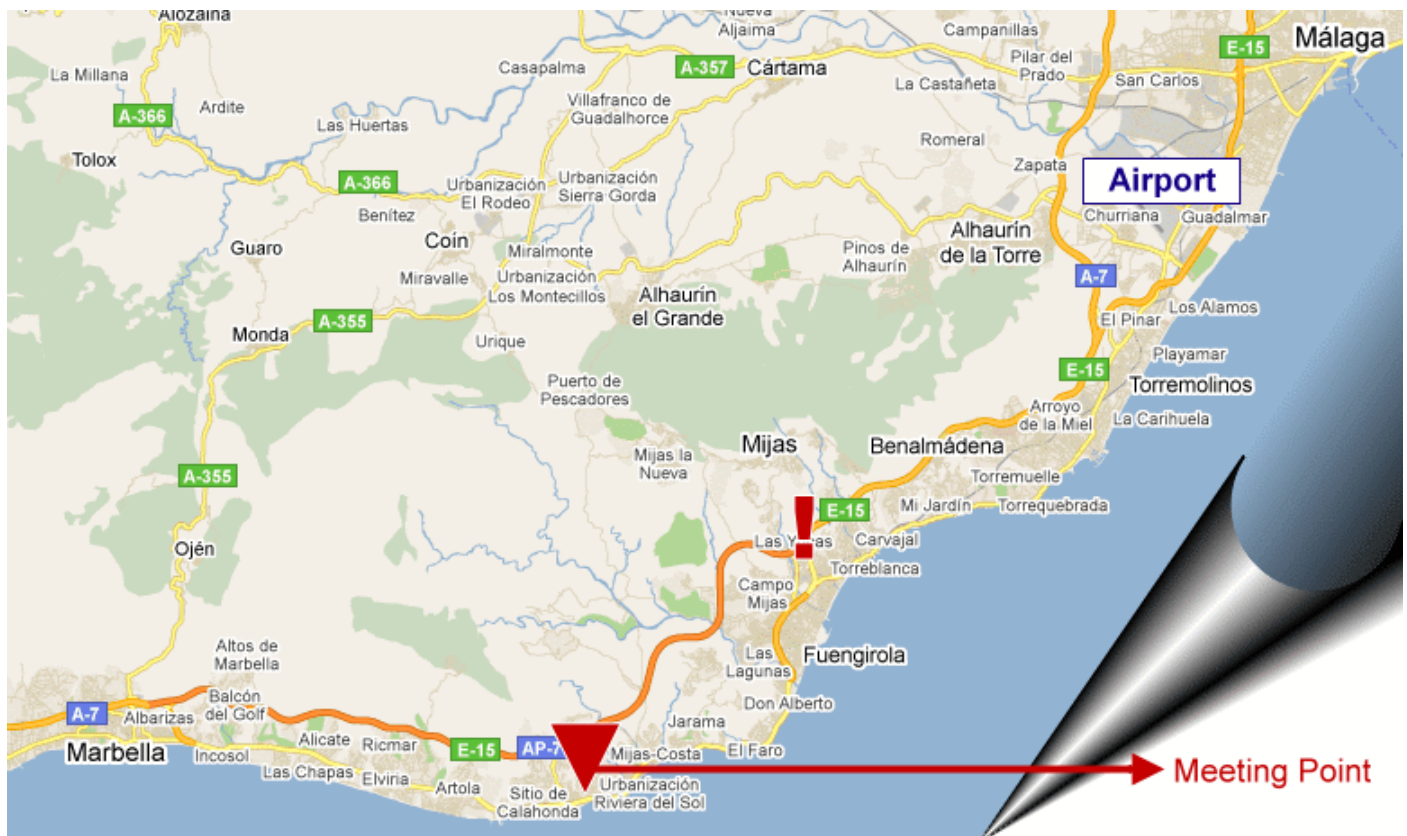
Payment

Within 30 days after you have made your reservation, we expect you to make **deposit of 25 %** of your package price to our account. As an alternative, we will also be pleased to take your credit card information (VISA or MasterCard) via phone. Please stipulate a good time for us to reach you in an e-mail so that we can call you back to discretely charge your credit card.

The **balance payment** is due when you pick up your keys on location. You will receive a receipt. You can pay **cash** or via **credit card** (MC or VISA – sorry, no AMEX). For all terms and conditions, please refer to our GTCs, which we advise you to read beforehand.

Arrival to Miraflores

After handing over of your rental car, get on the **E15** and head towards **Algeciras** and **Cádiz**. Please notice that the E15 will split from the A7 some kilometers before Fuengirola. Keep track to the right and follow the A7 along the coastline. Between Fuengirola and Marbella, you will get to our meeting point at **KM 199**:





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Meeting point

Our meeting point will be the roundabout at the A7 exit called **Riviera del Sol**. We will pick you up there once we have received your phone call. Please dial

0034 952 93 93 26 or 0034 663 082 182

If we have received your flight details beforehand, we know about your approximate arrival time at the meeting point. You may expect our shuttle bus in no more than 10 minutes after your call. We will guide you to the resort and start your Check In procedure. However, if you should decide not to take a direct drive from the airport to the meeting point, please provide information to our office after arrival in Malaga.

Check In

According to our GTC, you can check into your holiday rental **as of 3.00 PM**. Provided the previous tenant as already checked out the day before or even earlier, you will be able to occupy your apartment even earlier.

However, if a change in occupancy occurs on the same day and you arrive before 3.00 PM, we will ask you to enjoy the pool or relax in the central club house until it's time for you to check-in. We will of course store your luggage in a safe place until you can move in.

Orientation

Upon check-in, we will first and foremost give you a comprehensive introduction. Not only will we give you the keys to the apartment, but also all the information you need for a perfect stay.

We want to make sure that you know where all the nearby shopping and restaurants are. A map of Miraflores and vicinity can be found along with an information folder containing many helpful tips that will keep your stay stress free.

We are at your service!

All you have to do is push a button on your **H&S service telephone** where we are available to assist you almost around the clock during your stay in Miraflores. If you have booked **add-on services** for your stay, we will provide them in a hospitable and timely manner.

However, if you should decide to order a pizza at 1.00 AM, we might not always answer the phone...

Check-Out

On the day of your departure you do not have to check out before **12 noon**. If we are not expecting new guests to check into your apartment on your departure day, you may even stay in the apartment until it's time for you to depart for the airport - but you will have to make prior arrangements.

You do not have to clean the apartment as final cleaning is included in your package. We will meet in front of your holiday home and accept all keys from you to hand over your apartment to our service staff.

We are looking forward to welcoming you soon!