

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.

Airport transfer

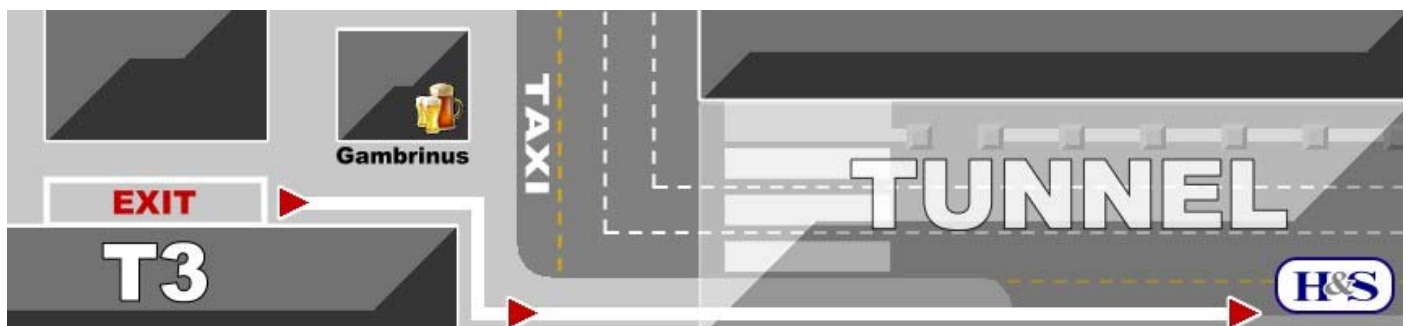


After disembarking the plane at Malaga airport, follow the signs guiding you to "Exit and Baggage Claim" and go to the baggage claim area. Once you have picked up your entire luggage, leave Terminal 3 and turn **right** into the **tunnel**.

Walk about 80 meters and you will arrive to a bus lane for courtesy cars. We are allowed to stop our bus to pick up passengers only along this bus lane and we will be waiting for you there!

Our driver will load your luggage into the shuttle bus. If the traffic volume is normal, you will get to Miraflores in the safety and convenience of the bus in about 30 minutes. If you should run into any problems at the airport, you can of course call our office at

+34 952 93 93 26 or our mobile connection at **+34 663 082 182**





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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 in-apartment tour. Not only will we give you the keys to the apartment and your SIXT rental car, 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 in each of our apartments 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 accept all keys from you and will hand over your apartment to our service staff.

You have received a SIXT rental car with a full tank of gas and of course that's exactly how we would like you to return it to us. **Departure:** For the airport transfer pick-up time in front of your holiday home, we schedule **2.5 hours** (July and August: 3 hours) prior to the departure time of your return flight. We will pull up in front of your apartment right on time for your safe and convenient trip back to the airport.

If you should decide to return to Malaga airport yourself, you will have to hand over your SIXT vehicle in the new multistory car park in front of the new terminal. The walk to the Check In counters will take you just 3 minutes.

Late return flight

In this case, we will accept your baggage for secure storage when you hand over your keys at 12 noon. Until it is time for you to depart for the airport, you have the option to use the pool to get the most out of your remaining holiday hours. We will gladly allow you to use your pool towels until then.

Depending on whether someone is checking in and on whether you have made pertinent arrangements with our service staff, you may even be able to use your rental car until it's time for your airport pick-up.