

General Terms and Conditions

Molino Río Alájar

Version: 22 April 2026

These general terms and conditions apply to all reservations and stays at Molino Río Alájar. By making a reservation, the Guest confirms that they have read, understood and accepted these terms.

1. Details of the operator

The accommodation is operated by:

- Trade name: Molino Río Alájar
- Legal entity: Río Alájar SLU
- Tax number (CIF): B21282801
- Address: Finca Cabezo del Molino, s/n, 21340 Alájar, Huelva, Spain
- Telephone: +34 959 501 774
- Mobile: +34 638 081 415
- E-mail: info@molinorioalajar.com
- Website: www.molinorioalajar.com

2. Definitions

In these terms and conditions, the following definitions apply:

- Operator: Río Alájar SLU, trading as Molino Río Alájar.
- Guest: the natural person who makes a reservation on their own behalf or on behalf of others.
- Accommodation: one or more of the following holiday houses managed by the Operator: Casa El Águila, Casa El Búho, Casa El Conejo, Casa La Cigüeña, Casa La Tortuga, Casa La Zoya and Casa Bella Vista Zufre.
- Reservation: the agreement between the Operator and the Guest for the rental of an accommodation for a specific period.
- Estate: the Finca Cabezo del Molino property, including the shared outdoor areas, the swimming pool and the sports facilities.

3. Formation of the reservation

A reservation becomes binding once the Guest has submitted a reservation request in writing or through the online booking system, the Operator has confirmed the reservation, and the deposit has been received within the agreed period.

The Guest making the reservation must be at least 18 years of age and is jointly and severally liable towards the Operator for the payment of the full amount and for compliance with these terms by all persons staying under the reservation.

The Operator reserves the right to refuse a reservation without giving reasons.

4. Prices

All prices are expressed in euros and include 10% Spanish VAT (IVA), unless expressly stated otherwise. The applicable rates are published on the “Prices and Availability” page of the website.

Additional costs, such as tourist tax (where applicable), supplementary services or activities purchased on site, are invoiced separately.

The Operator reserves the right to correct manifest printing or calculation errors in published prices.

5. Payment

5.1 Deposit

Upon confirmation of the reservation, the Guest shall pay a deposit of 25% of the total reservation amount. The reservation only becomes firm once this deposit has been received.

5.2 Balance payment

The remaining 75% must be paid at the latest one (1) month before the arrival date. If the reservation is made less than one month before arrival, the full amount is due immediately upon booking.

5.3 Method of payment

Payments are made by bank transfer to the account indicated by the Operator at Banco de Santander, in the name of Río Alájar SLU, or through the online payment system on the website. Any bank charges are borne by the Guest.

5.4 Consequences of late payment

If the Guest fails to pay on time or in full, the Operator is entitled to cancel the reservation. In that case, the deposit already paid is not refunded.

6. Cancellation by the Guest

Cancellations must be notified in writing (by e-mail to info@molinoalajar.com). The date on which the cancellation is received determines the amount of the refund.

The following cancellation terms apply:

- The 25% deposit is non-refundable in all cases.
- If cancellation occurs within one (1) week after the full amount has been paid, 75% of the amount paid is refunded.
- For cancellations between 3 and 2 weeks before the arrival date, 50% of the reservation amount is refunded.
- For cancellations between 2 weeks and 8 days before the arrival date, 25% of the reservation amount is refunded.
- For cancellations less than 8 days before the arrival date, no refund is given.
- In the event of early departure or no-show, no refund is given.

The Operator strongly advises the Guest to take out cancellation and/or travel insurance.

7. Modification or cancellation by the Operator

In exceptional circumstances (for example, force majeure, or when the accommodation becomes unusable due to damage or a defect) the Operator may modify or cancel a reservation. Where possible, the Operator will offer an equivalent alternative. If the Guest does not accept the alternative, the amount already paid will be refunded in full. Further compensation is excluded.

8. Arrival, departure and minimum stay

8.1 Arrival and departure

Check-in: between 4:00 p.m. and 7:00 p.m. Arrival outside these hours is only possible by prior written arrangement.

Check-out: by 10:00 a.m. on the day of departure when new guests are arriving the same day. When no new guests are expected, a later departure may be arranged.

8.2 Minimum stay

- Standard minimum stay: 2 nights.
- Long weekends and Semana Santa (Spanish Holy Week): 3/4 nights.
- Easter: 3/4 nights.
- July and August: minimum 7 nights.
- Christmas period: 3 nights.

9. Use of the accommodation

The Guest undertakes to use the accommodation and the Estate with due care, to respect the natural environment and not to disturb the peace of other guests.

The maximum number of persons allowed to stay in an accommodation is the number stated and confirmed at the time of the reservation. Extra overnight guests are not permitted without prior written consent from the Operator.

It is not allowed to organise parties or events with third-party guests, unless expressly agreed in writing with the Operator.

Any damage to the accommodation, the inventory or the Estate must be reported to the Operator immediately and shall be borne by the Guest, unless the Guest can demonstrate that the damage is not attributable to them or their fellow guests.

Upon departure, the accommodation must be left in a clean and orderly state, substantially as it was found. Missing or damaged inventory items will be charged.

10. Pets

Molino Río Alájar is a pet-friendly accommodation. Pets are welcome, provided they are announced at the time of reservation and confirmed in writing by the Operator.

The Guest is fully responsible for the behaviour of their pet and for any damage or nuisance it may cause. Pets must be kept on a lead in shared areas and are not allowed in the swimming pool or on the surrounding terraces.

11. Use of the swimming pool

The swimming pool (5 × 10 m) is open from 1 April to 31 October, subject to weather conditions, and is shared by the six holiday houses on the Estate. The pool is fenced and has a gated access.

Use of the swimming pool is entirely at the Guest's own risk. The Operator is not liable for accidents or injuries resulting from its use.

The following rules apply to the swimming pool:

- Maintenance is carried out daily. The mechanical system must not be operated by guests under any circumstances.
- Before entering the pool, please use the shower and remove dust from your feet and any excess sunscreen.
- The net provided may be used to remove leaves or insects.
- Children should go to the bathroom before swimming.
- Throwing stones, gravel or other objects into the water is not allowed. Floating toys must be removed at night or when not in use to avoid damaging the filtration system.
- Children who cannot swim must be under the direct supervision of an adult at all times and must use appropriate floating devices.
- Glass and fragile tableware are not allowed in the pool area.
- Parasols must be closed when not in use to prevent wind damage.
- Mattresses, bed linen, blankets, cushions and indoor furniture may not be taken to the pool.

12. Other facilities

During their stay, Guests may use the other facilities on the Estate, including the tennis court, the football and basketball area, the petanque strip, the children's sandbox, the children's pool, the table football and (on request) the vegetable garden and additional firewood for the fireplace.

Use of these facilities is at the Guest's own risk. Minors must be supervised by an adult at all times.

13. Turismo Activo activities

All active-tourism activities promoted on the website (hiking, cycling, bird watching, guitar lessons, tennis lessons and similar) are carried out by independent specialised companies in compliance with articles 21 et seq. of Decreto 20/2002, de 28 de enero, de Turismo Rural y Turismo Activo (Andalusia).

The Operator acts solely as an intermediary in this respect and is not liable for the performance of these activities or for any damage or injury arising from them. The terms and insurance of the operating company apply to these activities.

14. Liability

The Operator is not liable for:

- loss, theft or damage to the Guest's personal belongings;
- accidents, injury or damage arising from the use of the accommodation, the Estate, the swimming pool or the other facilities;

- interruptions or disruptions of utilities (water, electricity, internet) outside the Operator's control;
- damage caused by weather, natural events or other forms of force majeure;
- damage caused by acts or omissions of third parties, including the providers of Turismo Activo activities.

Any liability of the Operator is in all cases limited to the amount paid by the Guest for the reservation.

The Guest is liable for all damage caused by themselves, their fellow guests or their pet to the accommodation or the Estate.

15. Force majeure

Force majeure includes, without limitation: war, natural disasters, pandemics, government measures, strikes, fire, flood and other external causes beyond the Operator's control. In the event of force majeure, the Operator is entitled to terminate or modify the agreement without being liable for any compensation, other than a possible refund for services not rendered.

16. Privacy and personal data

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and Spanish data protection legislation. Personal data is used solely for the performance of the reservation, compliance with legal obligations (including mandatory reporting to the authorities) and, with the Guest's consent, for commercial communications.

The Guest may at any time exercise their rights of access, rectification, erasure, restriction, portability and objection by sending an e-mail to info@molinorioalajar.com. Further information is available in the Legal Notice (Aviso Legal) on the website.

17. Complaints

Any complaint about the accommodation or the services must be reported on site and as soon as possible directly to the Operator, so that a solution can be offered. Complaints that have not been reported on site cannot subsequently be processed.

If a complaint cannot be resolved on site to the Guest's satisfaction, the Guest may submit a written complaint within 14 days of departure to info@molinorioalajar.com.

18. Applicable law and disputes

These general terms and each reservation are governed by Spanish law. Any dispute arising out of or in connection with a reservation shall be submitted to the competent courts of Huelva (Spain), without prejudice to the mandatory rights of consumers under European law.

19. Final provisions

If one or more provisions of these terms are void or voidable, the remaining provisions shall remain in full force. The void or voided provision shall be replaced by a valid provision that approximates the intent of the original provision as closely as possible.

The Operator reserves the right to amend these general terms. Existing reservations remain subject to the terms in force at the time of booking.

In the event of any discrepancy between the Dutch version and another language version of these terms, the Spanish version shall prevail.