

Service information

HOLIDAY WITH CHILDREN

Casa León is a magical place to recharge your batteries – with emphasis on peace, recreation and relaxation. As a general rule, only children aged 14 and over can stay in our club. We offer family breaks during specific periods for families with children under 14. During these periods, we offer a varied childcare programme where children can find playmates of a similar age. For further details, please see our packages & arrangements.

DOGS

Dogs are welcome at a charge of € 16 per day, excluding food. Please let us know if you intend to take your dog with you at the time of your booking, because dogs can only stay in selected rooms. Dogs are allowed everywhere except for the dining room, barbecue buffet and the spa area. On the pool terrace, dogs must be kept on a leash.

CANCELLATIONS

You can cancel your booking free of charge up to 8 weeks prior to arrival. For cancellations 4 weeks prior to arrival, 50 % of the total booking amount will be charged as cancellation fee, till 2 weeks prior to arrival 80 % will be charged. Less than 13 days prior to arrival we are entitled to charge you for the full price of your stay. If you have the possibility to change your stay dates please contact us directly

CHECK-IN AND CHECK-OUT

On the day of arrival, your room will be ready by 15:00 at the latest. On the day of departure, we ask you to vacate your room by 11:00. Guests can continue using the pools, spa and sports facilities as well as the gardens for free even after they have checked out of their room.

AIRPORT TRANSFER

For a fee of € 59 per way, we will pick you up with our Casa León bus from the airport. If you require this service, please let us know at the time of booking.

ONLINE BOOKING

To check availability and further information on offers and prices, please visit www.casa-leon.de. We are also happy to take your booking directly by telephone or email. Please contact us on +34 928 797 080 or mail us to info@casa-leon.de. When arriving late in the evening please call us on +34 682 91 78 80. We speak English, German and Spanish.

DEPOSIT

As a general rule, we require a deposit of 50 % of the total price to confirm your reservation.

PAYMENT

On Gran Canaria, you can use cash, debit cards, vouchers and credit cards Visa or MasterCard to make payments free of charge.

*Live like royalty.
Return revitalized.*

www.casa-leon.de

LIONS WHISPER: SPREAD THE WORD AND RECEIVE A REFERRAL BONUS

Casa León lives and thrives not only by the warmth of the people who work for it, but also through its wonderful guests. If you spread the word and recommend our hideaway to your friends and acquaintances, you will receive one free night at Casa León for every new guest who books a 7-night stay based on your recommendation. More information is available under +34 928 797 080. The referral bonus cannot be combined with any other discount.

SINGLE SUPPLEMENT

We charge a single supplement rate of 40 % for single occupancy of a double room.

ADDITIONAL BED

We charge € 120 per person and night for an additional bed based on 2 paying guests sharing a room. This price applies to all guests over 18 and includes all services of the "Royal Pamper Day".

SMOKING

As we are a health-conscious hideaway surrounded by nature, smoking is not permitted in the rooms or the dining room. Smoking is permitted on the terraces and balconies and all outdoor areas.

QUIET VS. FAMILY BREAKS

We offer special family breaks to families with small children throughout the year. If you would like to enjoy a quiet break, please book outside the specified family-break periods.

SPA APPOINTMENTS

We strongly recommend that you book your spa appointments 3 days before arrival. We will inform you about the times of your treatments on the day of arrival. You can contact our spa reception from Monday to Sunday at info@casa-leon.de. Cancellations of spa appointments are free if made 24 hours in advance; after that the full price will be charged.

RETREATS

The peaceful and natural setting of Monte León lends itself perfectly to switch off, relax, recharge your batteries and think about everything that matters in peace. Over specified periods, we offer 7 to 14-day retreats with focus on nutrition, personal development, sport or recreation. Discover more by requesting additional information under info@casa-leon.de

For reservations please call between 8 AM and 10 PM, 7 days a week on +34 928 797 080 or +34 682 91 78 80.

Hoping to see you soon!

www.casa-leon.de