

# Guest Terms and Conditions



We, Entrepise Tes SL, Av. Las Américas, nave 4, 29130 Alhaurin de la Torre, Málaga, España, hereinafter referred to as **Tess Vacacional**, offer our services exclusively on the basis of the terms and conditions, which were sent to you in full as part of the Internet booking form before booking. Please read these carefully as you will be acknowledging the terms and conditions as binding in their entirety to you and persons registered with you when booking.

## **PAYMENT POLICY**

The payment conditions of E-Domizil apply.

## **CANCELLATION POLICY**

In the event of a cancellation, the following will be charged as a penalty:

If the cancellation occurs more than 30 days before arrival, the penalty will be 10% of the total amount of the reservation.

If the cancellation occurs less than 30 days before arrival, the penalty will be 100% of the amount of the reservation.

There will be no REFUND if the customer voluntarily withdraws from the services before the completion of their stay.

There will be no REFUND and the reservation will be cancelled if the customer does not show up at the house on the day of check-in.

In the event that for unforeseen reasons and not attributable to the company, the accommodation could not be occupied, the company may make available to the customer another accommodation of equal or higher characteristics without reimbursement by either party. If the customer is still not satisfied, a full refund will be made.

To cancel a reservation you can send us an email to [buchungsabwicklung@e-domizil.de](mailto:buchungsabwicklung@e-domizil.de) with the details of the cancellation.

## **GENERAL RULES OF BEHAVIOUR**

The **reservation** formalizes the rental of the property advertised directly between the traveler and the owner. Tess Vacacional acts as a mere intermediary between the parties, with the owner being solely responsible for maintaining the home in perfect condition to be inhabited, and in accordance with the description and photographs that appear in the ad.

**Cleaning:** The final cleaning is included in the total amount of the reservation, but our clients should know that the house must be returned in the same state in which it was found on arrival or the traveler must pay a penalty of €100.00 for extra cleaning.

**Rubbish:** The garbage must be deposited daily in the containers intended for this purpose in the area where the house is located. If you do not comply with this rule, we will apply the payment of a penalty of €50.00 for extra cleaning and removal of rubbish.

**Parties:** It is strictly forbidden the celebration of parties or events, as well as more people living in the house than those indicated in the reserve. Failure to comply with these rules will be grounds for expulsion from the home, as well as the charge of a penalty of €500.00.

**Occupants:** Under no circumstances may more people enter the property than those indicated in the reservation. In the event that there is a higher occupancy than that indicated by the passenger when making the reservation, this would be grounds for immediate expulsion from the home for breach of contract without the right to any consideration. As a penalty, the payment of €50.00 per person per night is established.

**Pool and garden maintenance:** The owner, the person or persons designated by him, will access the plot where the dwelling is located on a regular basis, to carry out maintenance tasks and cleaning of the garden or swimming pool.

**Consumption of electricity and water supplies:** Electricity and water consumption are included in the amount of the reservation, but if abusive consumption is detected, the owner reserves the right to withhold the amount of the excess consumption deposit.

**Rules of conduct:** The traveller undertakes to respect and comply with the rules of the community of the building where the dwelling is located, as well as the logical rules of respect and good neighbourliness, not carrying out activities or noises that could be annoying to the neighbours. Failure to comply with these rules would be grounds for expulsion from the home without the right to any consideration and the the payment of a penalty of €200.00.

**Smoking:** It is totally forbidden to smoke inside the house. In the event of non-compliance with this rule, we will apply the payment of a penalty of €200.00.

**Pets:** Pets are not allowed without the prior and express written permission of the agency or the owner of the home. In the event of non-compliance with this rule, the traveler must pay a penalty of €200.00 for extra cleaning.

**Deposit:** The deposit will be paid directly to the owner or to the person designated by him to receive the traveler at the time of arrival. The deposit will be returned by bank transfer within a maximum of 7 calendar days. Do charge or do not charge the deposit is the sole responsibility of the owner, and Tess Vacacional has no control or decision-making power over this matter.

**Access to the property by the owner:** Prior notice to the traveller, the owner may access the interior of the property whenever he deems it appropriate, in order to verify compliance with the agreed rules.

**Traveller's card:** The traveller must provide the details of a credit card (not a debit card) in order to pay the deposit agreed in the reservation (only in the case of causing damage), as well as to pay any charges or penalties stipulated in this contract.