

General conditions

Credit Cards Payments:

We accept the following cards : Visa and Master Card. Payment with other cards must have an extra charge.

If the reservation is made within 1 week of travel, payment for the full duration of the rental period is required.

Arrivals and Stay

General Booking Conditions:

Please take note of the following information:

The accommodation will be available from 15,00 hours on the day of arrival, unless otherwise specified .

The accommodation should be vacated at 10,00 hours on the day of departure, unless otherwise specified .

It is vital that we are sent details of arrival and departure times in order to facilitate a smooth organization of the booking.

Modifications

Modifications to the booking contract and exceptions to the present general conditions of the reservation will only take effect with the written agreement between the rental client and IBIZA RENT HOUSE. If any such modifications result in an increase or decrease in the cost of the rental, both parties will be required to agree in writing to a modification in rental price.

Opening Hours: 09:00hrs to 20:30hrs.

Arrival Procedure and Customer Services Department:

General procedure for arrivals:

It is very important that you call us once you arrived to the airport in order for us to provide the best service, since we may have many clients arriving at the same time. If you have a reservation for car hire with Avis, Atesa, Europcar, Betacar or Hertz, you will need to allow 25/30 minutes to collect the car and 15 minutes to collect suitcases If you have a reservation for car hire with Hipercar, Gold Car, BKK, Centauro, OK, or any internet company you will need to calculate that, in addition to the 15 minutes to collect suitcases, you will have to take a shuttle bus and may have to wait in a long queue. Even in low season this can take 30 minutes at best, however in mid or high season you can be waiting up to 2 hours.

For this reason we request that you call us again when you have picked up your hire car and are leaving the airport.

Arrivals out of office hours (between 20:30 h and 08:00 h):

For all clients who arrive at night and have the right to check-in to the accommodation immediately we request that you inform us as soon as possible so that we can give you arrival information, such as: directions to the property and instructions for key collection. Ensure that the reservation is 100% paid and that you have facilitated the payment of the deposit. (this should be pre-authorized if you are arriving out of office hours).

A member of our Customer service team will contact you the following morning to coordinate your departure.

Guests arriving out of office hours will find a welcome breakfast pack in the property.

If you would prefer one of our local staff to accompany you to the property out of office hours, the cost would be 50€. This service should be arranged at least 1 week prior to arrival.

It is also possible to arrange a transfer service from the airport (tariff varies depending on area).

Deposit:

On your arrival you should have left a deposit varying between 500€ and 8,000€ depending on the property. The actual amount for the property reserved is indicated on the first page of this reservation confirmation. The deposit should be paid by credit card or in cash and it will be refunded in full between 24 and 48 hours after your stay, providing that the property is left in the same condition of cleanliness as it was when you arrived and that there are no breakages and the keys are left in the agreed place before 10am on the day of departure.

If your deposit is paid in cash, you will need to provide bank account details at the time of check-in to facilitate a refund.

Name of Bank

Address

Postcode

City

Name

Account Number

IBAN

The rental client will be held responsible for any damages caused by the misbehavior of all the occupants of the property.

Departures:

On the day of departure from the property you should check-out no later than 10am. Clients should hand the keys in to our Customer services staff or cleaning staff .

It is very important that you respect this condition of rental. The efficient functioning of our system depends on it. Failure to do so will result in a 250€

deduction in the return of your deposit.

Mobile phone:

Property owners do not provide landline telephone connection. We therefore recommend that you bring along a mobile phone to keep you in touch. We also request patience as there are many rural areas where the signal is weak or non-existent.

Collection of waste:

It is the responsibility of clients to deposit waste in the correct containers which are normally situated on the nearest main road. Please take into account that many properties are in rural locations and food waste can attract cats, insects and other undesirable creatures. On departure there should be no rubbish bags left in the

property. Failure to comply with this carries a penalty of deduction from your deposit which can vary between 40€ and 100€.

Music, parties and noise:

It is totally unacceptable to disturb neighbors with music or noise. Music and sounds between 10pm and 9am should be no more than 65 decibels.

Parties are strictly prohibited in all properties and should the police be called to the home the client would be held fully responsible for any consequences and legal action against the property.

Gatherings and dinners for more than 20 people are also prohibited except in the case of an official event using contracted caterers, waiters and security staff to IBIZA RENT HOUSE.

Any of these actions can result in the cancellation of the contract and eviction from the property, with the loss of the total cost of the booking plus deposit and no possibility of reimbursement.

Cleaning:

On the day of departure the property should be left in the same condition as on arrival. It is important to ensure that the kitchen, barbecue and all utensils are left completely clean and in good condition. Failure to do so will incur a deduction from your deposit of at least 80€. This could be more depending on the condition of the property when checked on departure. Extra cleaning can be contracted for the duration of your stay. We request that you inform us before your arrival if you would like to use this service (see tariffs).

Keys:

In the case of lost keys (failure to hand in the same number of keys supplied on arrival). We are obligated to deduct a minimum of 100€ for a lock change and services of maintenance.

Furniture and Fittings:

It is strictly prohibited to change the position of the furnishings in the property or to carry out any other modifications.

Capacity of the property and number of occupants:

Each property is prepared for a determined number of occupants. It is not permitted in any event to exceed the maximum occupancy of the property as advertised.

It is the responsibility of the client at all times to ensure that the number occupying the property matches the number of people on the reservation. Failure to comply with this rule will result in eviction or the payment of an occupancy supplement.

Additional Facilities:

In many properties, if you request on booking, can provide facilities such as cots, highchairs, Wifi, satellite etc at a supplement to be paid locally (if the property does not already have these facilities available).

Pets:

The majority of properties don't allow pets. Only with the express authorization of IBIZA RENT HOUSE and with prior agreement at the time of booking will pets be permitted to stay outside the house. There could be an extra final cleaning charge for housing a pet either indoors or in the garden. If it comes to our attention that a pet is being kept in the rental property without prior agreement it could result in eviction from the property, cancellation of the contract and loss of all monies paid, without possibility of reimbursement.

Cancellations:

At any time the client can cancel the services requested and contracted with the right to a total refund of any payments made with the exception of the indemnity payments detailed below.

Cancellation more than 4 months before arrival: Administration **fee is 80 €**.

Cancellation between **4 months and 3 months** before arrival: Adm. **fee is 30%** of total rent Price.

Cancellation between **3 y 2 months** before arrival: Adm. **fee is 40 %** of total rent Price.

Cancellation between **2 months and 14 days** before arrival: Adm. **fee is 60%** of total rent price .

Cancellation 14 days or less before arrival: Adm. **fee is 100%** of total rent price .

NO SHOW- is 100% fee of total rent Price.

IBIZA RENT HOUSE should be informed of any cancellations immediately by e mail along with supporting documentation for consideration.

Curtailments:

Should a rental client decide to cut short their stay ,there would be no reimbursement either of the whole or part of the cost of the reservation.

Anomalies and deficiencies:

Any irregularities found by the client on arrival should be communicated as soon as possible and always during the stay to the customer service staff of IBIZA RENT HOUSE.This will allow the staff to rectify any problems or be proactive in a change of accommodation if our staffs are certain that the issues cannot be rectified.

Any claim submitted after leaving the property cannot be considered because the fundamental criteria for consideration cannot be checked in order to proceed with the claim.

Building work:

The properties are privately owned and are largely situated in residential areas. They are not generally situated in areas with large tourist complexes. At times private or government building work can be taking place in the surrounding area. Neither IBIZA RENT HOUSE nor the property owner have any influence over this work and cannot be held responsible for building work or any disturbance it may cause.

Water, electricity and internet:

Cuts to the supply of water, electricity or internet are not regular. However the local authorities can occasionally cut or limit supplies for short periods of time.

IBIZA RENT HOUSE can take no responsibility for any inconvenience caused by temporary cuts to supply.

Note: ensure that your rental property has wifi. If this is not available contact us to rent a device which will allow internet access during your stay.

Consumption of energy:

At certain times of the year rental clients will require extra air conditioning or heating. Properties with these facilities often make a charge and where this is the case the higher consumption of energy will be reflected in the price of the reservation.

Insurance :

The rental price does not include insurance, except where it is expressly indicated along with the type of insurance included.

Responsibility of the proprietor:

The proprietor will accept no responsibility for loss or theft of the rental client or any occupier's property or for injury caused by incorrect use of facilities provided in the house.

Responsibility of the company

IBIZA RENT HOUSE acts solely as an intermediary between owners and rental clients, being responsible only for accurate information regarding available properties, facilities and precise location.

No responsibility can be accepted for injury, accident, delay or other complaints pertaining to the rental of the property.

Acceptance of conditions

On confirmation of the reservation IBIZA RENT HOUSE will assume acceptance on the part of the rental client of each and every one of the General Conditions in their entirety.

Information on claims and settlement of any disputes between the client and agency will be subject to the jurisdiction of the Courts of Ibiza, and will be bound by the decision of the courts.

We are at your disposal if you have any questions or queries,

IBIZA RENT HOUSE