

GENERAL RENTAL CONDITIONS

INTRODUCTION

The general conditions mentioned are an integral part of the lease agreement between You and Fincas Valle de Tena, real state agency focused on the rental of holiday and tourist apartments of private owners.

CONTRACT

The minimum rental period is 2 nights.

INCLUDED SERVICES AND PRICES

For short term periods, the costs of electricity, water and gas are included.

For long periods the agency will inform you of the conditions.

The apartment is delivered clean and must be delivered clean upon departure.

Daily cleaning is not included.

The customer always has the option to pay for cleaning on departure if he wishes.

COLLECTION OF KEYS ARRIVALS AND DEPARTURES

The client must always inform of the approximate arrival time at least one day in advance.

The collection of keys will take place in the offices of Fincas Valle de Tena if you arrive at opening hours to the public. If it is not possible, you must confirm with the office of Fincas Valle de Tena the possibility of receiving the keys outside the hours quoted and the way to do so.

The entrance will be made in general conditions at 17:00 hours and the departure before 11:30 hours (unless the reference office tells you otherwise).

At first, the client will deposit a rent guarantee of 100 € that will be lodged until the end of the rental period and it will be returned by bank transfer or credit card, if they have not caused any damage to the accommodation or do not have to discount the extra cleaning if the apartment is returned in poor condition (30 or 40 euros depending on the conditions in which the apartment is delivered).

RENTAL PAYMENT

In any case, the customer must pay in cash or with a bank card, at the entrance, the entire rental for the reserved days.

If the arrival will take place outside the opening hours of the office, the entire payment must be made in advance by means of a transfer to the checking account that is indicated, sending the bank receipt by fax or e-mail or by charge on the card provided by the client when making the reservation.

There will be no REFUNDS if the client gives up services voluntarily before the stay.

MODIFICATIONS MADE BY THE COMPANY

Fincas Valle de Tena is a company focused on the rental of holiday and tourist apartments of private owners. If, due to unforeseen and not attributable to the company causes, the accommodation cannot be occupied, the company will make available to the client another lodging of equal or superior characteristics or, if the client prefers, the RESERVATION will be refunded.

CONTRACT CANCELLATION BY THE CLIENT

If cancellation occurs, in any case the customer will lose the entire deposit delivered to account.

DATA PROTECTION

In accordance with Organic Law 15/1999, dated 13th December, on the Protection of Personal Data ("LPD") we inform you that by completing the reservation process, your personal data will be included in the company data base, to provide and offer our services. We also inform you of the possibility of exercising the rights of access, rectification, cancellation and opposition of your personal data, with the company responsible for the file.