

## **GENERAL CONDITIONS**

When booking a holiday accommodation, the following letting general conditions will be effective and will rule this short term renting contract.

### **Rates:**

The prices shown on the website are per house and day, based on the indicated period.

In July and August the minimum stay will be 7 nights with arrival and departure on Saturday.

June and September the minimum stay will be 7 nights with arrival and departure any day of the week.

During the low season the accommodation could be any day of the week with a four nights minimum stay.

### **Services included**

Electricity, water, gas, linen and towels - weekly changed - , initial and final cleaning and VAT

### **Extra Services**

Extra bed: 40 € / week

Baby cot: 30 € / week

High Chair: 20 € / week

Animals: 40 € / week (if allowed at home)

Air conditioning: 60€/week

### **Key collection and outputs**

Key collection will be from 16.00 to 20.00h in our office and departure time is before 10.00 hours. If you can't adjust to this opening time, you should contact DENIASOL to organize the key collection. If the customer wouldn't contact and inform DENIASOL, he would bear the additional costs which might result from the failure of the schedule (such as overnight stays in hotel, travel expenses, etc..) Without the customer having right to make claims on that ground .

If you can't occupy the property the day of arrival or at the time of handing over the keys for any difficulties during the trip or for personal reasons, or if you shorten your stay, DENIASOL won't pay any refund.

If you wish to extend your stay you must apply to our office as soon as possible.

### **Cancellation of the contract by the customer**

Cancellation occur the following will be charged as a penalty:

- 90 days before arrival • 10% of the amount of the reserve
- 90 and 60 days prior to arrival • 30% of the amount of the reserve
- 60 and 30 days before the arrival date • 50% of the amount of the reserve
- 30 days before the arrival date • 100% of the reservation
- • No show 100% of total stay.

### **Alternatively, or cancellation of contract by DENIASOL**

In case of force majeure or unforeseeable circumstances regarding the accommodation making impossible the entry in the property, DENIASOL will offer to the customer the option to be located in another property with equal or superior features and qualities, or the option to cancel the contract and be fully reimbursed.

### **Deposit**

At DENIASOL office, when getting the keys, the clients will pay a deposit of 200 €. The deposit will be fully refunded, provided that no damage has been caused in the house. The company reserves the right to change the deposit required, depending on the villa rented or tenants who will occupy it.

### **Special Requests**

Requests for high floors, ground floors and other applications will be taken into consideration, but Deniasol will not guarantee the granting of the same.

### **Customer Obligations**

If the tenants number exceeds the according occupation in the booking contract, it will result in an immediate expulsion without any right to reimbursement of the reserve amount.

The tenant / customer is obliged to leave the accommodation in a tidy and presentable state, if not Deniasol reserves the right to cover any extra cleaning through the bond.

The tenant must respect the neighbors and the accommodation's community of homeowners rules. In case of negligence or inappropriate behavior DENIASOL reserves the right to cancel the lease with immediate effect and without prior notice. In this case DENIASOL won't have obligation to pay back the amount of the rent paid by the customer.

### **Claims**

Although Deniasol checks all the accommodations before any renters arrival, it may appear or happen some damage or deficiency in the home. In this case, you must notify it to our office immediately and at the latest 24 hours after your arrival. DENIASOL will not be responsible for a subsequent complain if you did not report any complain at your arrival, or during your stay. Any type of claim, upon completion of your stay, should reach our reservations office no later than 2 weeks. Otherwise, you will forfeit any refund.

### **Responsibilities**

DENIASOL has no liability whatsoever in the following cases:

1. Negligence or omission of services by third parties.
2. Failure or malfunction of swimming pools, children's play areas and sports facilities of any kind, leaving the use of these strictly under the responsibility of the user.
3. Burglaries or losses that may occur to customers in the accommodation
4. Damage to persons or things caused by force majeure or unforeseen setbacks that DENIASOL can not answer.
5. Noise caused by nearby housing works
6. Cuts in the water, gas or electricity by the supplier.
7. Delayed repair of appliances by official agencies of the brands.

### **Privacy of your data**

Your personal details will receive their proper treatment in accordance with the Data Protection Act, and in any case will be transferred, sold or exchange with third parties for any commercial activity. We hereby inform you that you may exercise your right of access, modification, rectification and deletion of your contribution to our internet service contacting Deniasol.