

Guest Terms and Conditions

1. Your Contract

MADFlats is the trading name of THE SPANISH CONNECTION, S.L.. MADFlats act as the managing agent for the owners of the properties offered on this web site.

2. How to Make a Reservation

In order for us to accept your booking, your party leader must read these conditions. The person who signs or 'submits' the booking form does so on behalf of all the members of the party and binds them jointly to these terms and conditions. When you ask us to confirm your booking, we will allocate you your chosen property and confirm your reservation.

3. Method of Payment

Payment must be done by credit card. Should you wish to pay in any other currency other than EUR, please use our Credit Card facilities, a commission currency exchange could be charged. We accept Visa and MasterCard.

4. Initial Payment

At the time of your booking, you will be asked to pay the total rental cost of the property.

5. Cancellation Policy

If a guest wishes to cancel his/her reservation, 50% of the reservation deposit will be refunded if notice of cancellation is more than 1 day before the check-in date. If the reservation is cancelled within the check-in date, the booking deposit will not be refunded.

A booking is considered cancelled on the day that MADFLATS has received a written cancellation from the guest.

6. Insurance Requirements

Holiday and travel Insurance, including cancellation cover, is essential for your own protection and we strongly recommend that you and all members of your party be suitably insured. If you choose to travel without adequate holiday insurance, we will not be liable for any losses however arising in respect of which insurance cover would otherwise have been available.

7. Damage deposit / Damage Protection Insurance

Groups under the age of 25 may be subject to an additional damage deposit.

The guest must ensure that the property is returned in a presentable and tidy state including the washing of dishes, cutlery, and kitchen utensils etc.; emptying of the refrigerator, the freezer, and dust bins; cleaning the barbecue; and removing rubbish/trash. This is required even though the guest has paid a final cleaning or such a cleaning is already included in the

rent. MADFLATS reserves the right to deduct any additional cleaning costs from the security deposit if the guest should not leave the property in the above-mentioned state.

A generous allowance of water and electricity is included in the rental price; however, you will be charged for abuse of these services (leaving water on/hoses open and running them for long periods of time, leaving doors/windows open when using air conditioning/heating, etc.). Water and electricity readings are taken before and after every stay in every property.

The aforementioned is for standard bookings only. If you are renting a property to hold a function, in addition to the venue fee, we will also require an additional damage deposit.

8. Party Size

At no time must any more persons occupy a property than stated on the booking form, except with prior written agreement. Property owners or their agents reserve the right to refuse admittance if this condition is not observed.

9. Property Standards

We have carefully selected and inspected all the properties that we advertise and we endeavour to maintain high standards. However, if you have a problem during your holiday, immediately inform the local representative who will then endeavour to put things right. If you fail to do this we cannot accept responsibility, as we have not had the opportunity to investigate and rectify the problem. Although we will make every effort to deal with problems promptly, a reasonable amount of time should be allowed for repairs to be completed by outside contractors.

Although MADFLATS carefully inspects and controls the holiday home before each single arrival, it could occur that a defect, fault or damage is detected. In such a case MADFLATS Customer Services should be informed in writing by email to bookings@madflats.es within 24 hours after arrival.

Please note that we accept no liability for intermittent failure of public supplies or utilities such as water or electricity over which we have no control, nor of sewage systems, plumbing or mechanical equipment in villas, but shall use our best endeavours to arrange prompt repairs where possible.

Inevitably, items break or require maintenance, therefore please be aware that you may encounter maintenance staff and gardeners during your stay. Please also remember that these are people's homes – please leave the villa in a reasonably clean and tidy condition, and remove all rubbish at the end of your stay. We reserve the right to charge for extra cleaning and rubbish removal if necessary, and to charge this to your credit or debit card.

10. Check in / Check out times

Your accommodation is available after 2pm on day of arrival and must be vacated by 11am (11h) on day of departure. The maid, gardener, pool man need this time to prepare the accommodation properly for incoming guests. Although you are not required to vacate your property before 11am please be aware that staff may arrive before this time.

11. Change and Non-Availability of accommodation

On rare occasions, it may be unavoidable to change your chosen villa because of circumstances beyond our or the owners control; we will endeavour to inform you of this asap and offer you either alternative accommodation of similar or superior standard, a refund if nothing is suitable or discuss other options. No further claim against the owner or the letting agent for any loss suffered will be considered.

12. Liability

MADFLATS do not accept liability for any act or neglect on the part of the owners or any other person not within their employ or their control, nor for any accident, damage, loss, injury or expense, whether to person or property, which the tenants may suffer arising out of, or in any way connected with the letting. The owner and the letting agent also accepts no liability for loss of or damage to the tenants' possessions on the owners' property, force majeure or any other unpredictable events that MADFLATS could not have prevented.

Should a gross defect or fault be detected in a holiday home, MADFLATS will normally offer the tenant an equivalent holiday home of the same price level. Should the alternative holiday home be of a lower price, the price difference will be refunded. Should it not be possible to find a satisfactory solution due to a lack of available properties or due to the non-acceptance of the alternative holiday home by the tenant, the total rent or a part of the rent will be refunded according to the degree of liability determined by MADFLATS.

13. Discounts

Discounts are calculated based on the severity of the problem and are given at the discretion of MADFLATS. Discounts for future stays are restricted to September through June with Christmas, New Years and Easter periods excluded.

14. Events

You must inform us if you plan to hold an event at your rental property and request permission at the time of booking. A copy of our guidelines and limitations for events are available on request. Failure to follow the guidelines can result in the property owner or their agent cancelling the event. Please note that any complaints from neighbours or legal action resulting from your event is the responsibility of the tenant and not the owner nor MADFLATS.

15. Accuracy

We endeavour to ensure that all the information on our website is accurate, however occasionally changes and errors occur and we reserve the right to correct details in such circumstances. We make every effort to make sure that descriptions, photographs of furniture and fittings etc. are accurate, however there may sometimes be changes we are unaware of, and therefore vary from our website copy and photographs. We accept no liability should a description or a photograph be inaccurate. If a particular facility offered in a property is essential to the booking of your holiday, please ensure that we are made aware of this prior to you completing the booking confirmation pages.

16. On Arrival

Immediately upon arrival at your holiday home please familiarise yourself with the layout of the property and identify any potential hazards e.g. unexpected steps, slippery surfaces, pool depths etc.

17. Noise

Some of our properties are in rural locations and as such there may be farmyard noises in the vicinity. Other properties might be located in residential areas, please remember that sound travels and noise should be kept to reasonable levels especially after 10pm. Roadworks and/or building work in close proximity to our properties may occur without any prior warning, this is understandably beyond our control ... we will though endeavour to inform you should we become aware of any such works.

18. Pets

Pets are NO welcome in our properties.

19. Cleaning

The maid service will be on your day of arrival and day of departure only. Most houses do have washing machines or, should you wish, additional cleaning & laundry can usually be arranged at an additional charge.

If you are unsatisfied with the cleaning standards, we require immediate written notice upon arrival at the villa. The cleaner will return within 24 hours to rectify and clean any aspect which may have been overlooked.

20. Data Protection

We take your privacy seriously. By submitting any of our forms, we will just reply to you about your enquiry. You are not subscribing to a mailing list, nor will we give out or sell your information to anyone. We hate spam, we'd like you to trust us on this one!

21. Governing Law and Jurisdiction

The validity, construction and performance of this Agreement shall be governed by Spanish Law. The Applicants and the Tenants submit to the exclusive jurisdiction of Spanish courts.

22. Blue Pencil Test

If any of these terms and conditions should be determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms and conditions are intended to be effective, then to the extent and within the jurisdiction which that term or condition is illegal, invalid or unenforceable, it shall be severed and deleted from that clause and the remaining terms and conditions shall survive, remain in full force and effect and continue to be binding and enforceable.

23. Validity

The stated terms and conditions are valid for rental agreements made between the tenant and the home owner through MADFLATS who acts as an agent/intermediary. The conditions and the quoted prices stated on this website are valid, excluding misprints, from March 24th, 2017.