

## **GENERAL CONDITIONS:**

### **1. GUARANTEE POLICY.**

We need a prepayment to book a dwelling you have chosen. The pre-payment varies from 35% to 50% depending on the period of reservation and the dwelling itself. To book a dwelling please contact us at:

TEL.: 977 17 07 61

TEL.: 630 871 185

mail: reservas@arendacostadorada.com

skype: arendacostadorada

Once we have received your petition for the booking, we will contact you with the details of the confirmation and the indications how to make a prepayment. Our website does not confirm bookings without our authorization.

If you make a prepayment by web, the amount is 35%. And you can make a reservation directly on our web.

### **2. HOW TO PAY YOUR BOOKING.**

The fastest and easiest way is to pay your booking is via our web, using your VISA o MASTERCARD.

You also can make a prepayment by money wire to our account (once we have confirmed you the booking and have sent you the invoice), or with your VISA or MASTERCARD once we have authorized the booking via our website, or in cash in our office (please notice that in cash we can only accept amounts equal or less than 2500€ from EU residents, and 15 000€ if you are not a EU resident).

The rest of the payment should be made on the day of arrival: VISA / MASTERCARD / CASH. We do not accept foreign checks. (please notice that we accept max 2,500€ in cash from EU residents, and max 15 000€ from non EU residents). We also accept bank transfer, provided that the amount should be transferred to our account prior to arrival.

### **3. HOW TO PAY THE REST OF PAYMENT.**

The rest of the payment should be made on the day of arrival: VISA / MASTERCARD / CASH. We do not accept foreign checks. (please notice that we accept max 2,500€ in cash from EU residents, and max 15 000€ from non EU residents). We also accept bank transfer, provided that the amount should be transferred to our account prior to arrival.

### **4. LEASE COMMITMENTS.**

Unlike other companies, our communication with the client is personalized. We explain the terms and conditions of stay, as well as give information about our town and the surrounding area.

Arenda Costa Dorada has an office open to the public in Miami Playa, in less than 5 minutes from the house or apartment you are renting.

### **5. CHECK-INS AND CHECK-OUTS.**

**Check-in hours:** from 16:00 to 20:00.

During check-in hours we receive the clients in our office located in Avenida Barcelona 164 of Miami Playa. To make a check-in the clients would pay

- the pending amount of the rent,
- the guarantee payment established for the dwelling they have chosen and indicated in the contract,
- tourist tax (3,50 per each adult per stay).

Once the payments are done, and we have given you all the details about Miami Platja and its surroundings we accompany you to the rented dwelling.

Late Check-in from 20:00 to 08:00 – keys in the mailbox.

Accompanying to the house from 20:00-08:00 – 90,00 euros. Written notice from the client should be sent in advance (at least one day before) to email: [reservas@arendacostadorada.com](mailto:reservas@arendacostadorada.com).

If you are arriving late and prefer to check in by your-self, you should inform us at least 48 hours prior your arrival in order to coordinate the pending payment and we will leave the keys of the rented premises in a special box at the entrance of our office.

If you are late due to the airplane delay, please let us know asap at the number +34 605 606 606, so that we can organize the late or very-late check-in.

**Check-outs:** The clients should leave the rented dwelling before 10:30 a.m.

The dwelling should be clean, as we have turned it in. Our personnel will supervise the dwelling, and once everything is confirmed as correct, we return back the guarantee payment.

For the commodity of our clients, we offer the FINAL CLEANING service, see paragraph 10. In any case the clients are responsible to clean the trash and to clean all kitchen utensils.

## **6. GUARANTEE PAYMENT.**

The guarantee payment would be paid by client in cash or by credit card, on the day of entrance. We return the guarantee payment during the check-out, once we have confirmed that the dwelling is in perfect conditions. The amount of guarantee payment depends on the dwelling:

Apartments: 300€

Houses: 400€

Villas: 500€ – 1 000€

## **7. TOURIST TAX.**

The tourist tax is obligatory since November 2012 and should be paid during the check-in. The adults (16 years old and above) pay 0,50€ per night, first 7 nights only, total 3,50€ per adult (VAT included).

## **8. PRICES.**

The prices shown in our web are indicated for 7-day stay, which is the minimum stay.

## **9. EXTRAS: ADDITIONAL SERVICES.**

For the convenience of our clients we offer a range of extra services. They are optional, and should be ordered in advance, to enable us to provide them.

**LATE CHECK-IN:** 20:00 P.M – 08:00 A.M. – 90€

**BABY COT** – 45€ (includes: 2 sets of sheets, 4 towels, 2 protectors, 1 blanket. Price is indicated per stay, baby cots are made of wood. If you need plastic baby cot (with wheels) please contact us, indicating that you need plastic baby cot).

**HIGH CHAIR,** Price per stay – 20€

**EXTRA BED** + 1 set sheets – 50€

**Stair-case grids** (baby protectors) each – 20€

WIFI per week – 35€

## **10. FINAL CLEANING.**

For the convenience of our clients, we offer an additional service – final cleaning. The cleaning should be ordered at least one day before the check-out, to order it you can contact us by phone, via email/ skype/ whatsapp.

Prices:

Apartments: 70 €

Townhouse: 90 – 110€

Villa: 120 – 150€, depends on the dwelling.

## **11. BOOKING CANCELATION.**

The booking is considered valid, after we receive the prepayment in our account.

In case of cancellation the following charges will apply:

- Up to 180 days before the arrival date, free cancellation.
- 179 to 30 days before the arrival date, 35% of the booking amount.
- 29 days before the arrival date, the full amount of the booking.
- In case of a no show: the full amount of the booking.

## **12. DWELLING EQUIPMENT.**

Our dwellings are totally equipped: television, refrigerator, microwave, toaster, coffee pot, tea pot, washing machine, hair-dryer, cleaning ware, kitchen ware. The most houses are equipped with air conditioner and dish-washer, please check the characteristics of the dwelling you have chosen to make sure your choice has this option.

For the hygienic reasons, the houses are not equipped with sponges, cleaning tissues, and barbecue grids.