

Casitas Villacana S.L



Urb. Villacana
Km 165 Cancelada
29689 Estepona (Malaga)
Telefono: (34) 952 88 30 66
Telefono: (44) 02081441604
www.casitas-classiques.com

CONDITIONS

1. -) The occupants of the house at all times obey the rules of the Owners
- 2.-) The minimum stay in HIGH and HIGH + season is one week. We no accept booking arriving / departure on SUNDAYS during JULY / AUGUST.
3. -) No pets allowed.
4. -) You have to treat rented accommodation and all equipment belonging to the housing with care. Possible rules of the housing and its environment must be respected at all times, as likewise avoid making noises both in his apartment and in common areas.
5. -) If there is any damage done to the accommodation or its equipment must be reported immediately to our office. You will be held responsible for any damage to the accommodation or its equipment, made by you or the persons accompanying him.
6. -) Once housed If you decide to cancel the rest of your stay totally or partially, the company reserves the right not to refund any amount for unused nights.
7. -) The apartment will be available from 17:00 pm on day of arrival until 10:00 am on day of departure to arrival after 17:00 pm call to give the instructions for the collection of the keys. If the departure day the property is not available after 10 am, we reserve the right to charge the amount for a full day as well same damages they cause these. We can not guarantee that the cleaning has been done and the cleaners are not on the property without prior knowledge of their arrival time. Also if the house it is ready before 5pm you will allow to get in and if is on departure no clients arrive you will allow to be a little longer. You can check this with our office on site.
8. -) The direction of the apartments are not responsible for valuables items left in the property.
9. -) A non refundable deposit of 30% will be require for to make a reservation and the rest of the balance will be pay 6 weeks prior arrival. If the total balance it is not been recived before the 6 weeks before arrival date will forfeit the amount paid and we will be obliged to Cancel the booking.
10. -) A damage deposit will require at your arrival of 400 Euros in cash or credit card and will be given back the same day as you will leave if is paid in cash or after 7 days if is by credit card if is not been any damage on the property and leave the house as similar standard as you found at your arrival.
11. -) If the reservation is canceled less than 6 weeks before arrival date will forfeit the amount paid. And the client will have to apply to his own private travel insurance
12. -) Cancellation by us, to force majeure we reserve the right to cancel your booking. If this circumstance occurs would offer standard alternative property similar or we will refund all money been paid.
13. -) The payment of the entire stay is required 8 weeks prior your arrival.
- 14.-)Insurance
Everyone must have their own travel insurance and accidents. Casitas Villacana are not responsible in any way for damage, theft, fire, accidents etc. occurred in the apartment. Solely and exclusively apply the conditions of insurance in force on the property.
15. -) No luggage storage service therefore not saved any luggage after 10:00 am on day of departure.
16. -) Do not accept any responsibility for cuts in public supplies or services over which we have no control, nor on sewage systems or mechanical equipment in the property, but will devote every effort to quickly make repairs.

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17. -) Entry permit for the property, Casitas Villacana employees shall have the right to access the property for repairs or cleaning when necessary.

18. -) Upon delivery of keys, you will sign the conditions of this contract and invoice will be issued with the rental contract and deposit sent.

19. -) If you lose the keys to your accommodation or remain in the street with the door closed, or be located in a similar case of personal emergency and needed the presence of Casitas Villacana staff to visit the property, provide another set of keys or solve any problem, you assume the cost of the emergency call, the charge is: free from 9:00 to 18:00., 30 euros from 18:00 to 24 h. And 70 euros 24 at 9 h. These prices are applied for the first time, if necessary to devote more time will be charged 50% of this rate.

20. -) Non-return or loss of keys will charge its cost.

21. -) The apartments can be occupied only by the number of people covered by reserves(adults,children)

22. -) For complaints about accommodation should communicate immediately to the office. Otherwise you will lose all rights to compensation. S the grounds of the claim has not been formulated in an appropriate period or in case of absolute impossibility, must be reported to Casitas Villacana. Any claim for compensation must be submitted in writing to Casitas Villacana within one month. Claims will not be processed further.

23. -) When the client finishes its stay in the apartment on departure leave all garden furniture inside the house, all doors closed and power off the main switch.

24. -) When booking, the customer shall be deemed to accept the terms and conditions stated in the above.

25. -) The lessor / owner is exempt from all responsibility for any damage or prejudice whatever to persons or assets wich could happen in the rented property, whether it is natural, accidental, fortuitous, intentional, catastrophic, ect. Given that the tenants themselves are subrogated to this responsibility.

26.-) The rental price has including midweek cleaning / laundry every 7 days if the booking is more than 10 nights If you require an extra mid-week clean / laundry, please ask our office on site to organise this, and payment can be made locally

26.-1 Bookings for long terms (months) **no** included change linen and laundry and also electricity are no including in the price client will have to pay their own electricity.

27.-)Radios, cassettes , Televisions should not be played loudly, as this can cause annoyance to your neighbours. These should not be used in the streets or public areas.

28.-) The swimming pools must not be used between 22.00 hrs and 08.00 hrs. Lilos and balls are not allowed in the pools.

29.-) Please **do not** hang Washing out where it is visible to others. i.e over balconies

30.-) This is a private complex, so please respect your neighbours. **ALL DAMAGE BY CHILDREN MUST BE PAID FOR BY PARENTS.**

31.-)The back Car Park is for the exclusive use of owners (VILLACANA only).

32.-) **IF YOU HAVE ANY PROBLEMS, COMPLAINTS, OR NEED ANY INFORMATION, CONTACT OUR SPANISH OFFICE.** (Please do not complain when you get back home, it is much easier to deal with your complaints on site !!)

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33.-) Casitas Villacana acts as agents on behalf of the Property Owners at Villacana. Through our rental agreement with the owners they give us authorization to enter into and conclude short term contracts for the letting of said properties on behalf of the owners (holiday lets). Your contract is therefore between you (the tenant) and the Property Owner. The fixtures and fittings, their standard and condition, within the individual properties are the responsibility of the Property Owner.

In all matters relating to this contract of accommodation, the part is expressly submit to the Courts of Estepona, waiving any other jurisdiction that may correspond.

Casitas Villacana

The Tenants