

Guest terms and conditions



We, as **the** name of the **Gestiones Villalia, SL**, with address of C / **Ireland, no9, local 24 in Playa Blanca**, hereinafter referred to as "**Villalia**", offer our services exclusively based on the following terms and conditions, which were sent to you in full as part of the Internet booking form prior to booking. Please read these carefully as you will be recognizing the terms and conditions as binding in their entirety on you and the persons registered with you when making the booking.

1. Terms of payment

The payment terms of the travel mediator apply.

2. Cancellation policy

If a guest wishes to cancel their reservation, 100 % of the trip price will be refunded if the cancellation notice is 61 days before the check-in date, or before. If the reservation is cancelled within 60-35 days before the check-in date, 50% will be refunded. In case of cancellation between 34-2 days before the start of the trip will be charged a cancellation fee of 100% of the price of the trip.

Please note that the balance of the payment must be paid 6 weeks prior to arrival.

A reservation is considered cancelled on the day the **Villalia's** name has received a written cancellation from the guest.

3. Insurance requirements

Holiday and travel insurance, including cancellation coverage, is essential for your own protection and we strongly recommend that you and all members of your party be properly insured. If you choose to travel without adequate holiday insurance, we will not be liable for any loss, however, with respect to what insurance coverage would otherwise have been available.

4. Damage deposit

A security deposit is required upon check-in to cover any damages incurred at the property and/or condominium. The deposit will be refunded to the customer, up to 7 days after the date of departure, if there is no damage to check in.

A damage deposit of the fee may be subject to groups under 25 years of age.

The guest must ensure that the property is returned in a presentable and orderly state, including dish washing, cutlery, kitchen utensils, etc.; emptying the refrigerator, freezer and dust buckets; clean the barbecue; and the disposal of garbage/garbage. This service is necessary, even if the guest has paid for a final cleaning or that cleaning is already included

in the rent. **Villalia** reserves the right to deduct any additional cleaning costs from the security deposit if the guest must not leave the property in the state mentioned above.

5. Number of occupants in the house.

Please note that holiday accommodation can only be occupied by the number of people on the travel register. Children count as people. The owners or their agents reserve the right to refuse admission if this condition is not met.

6. Property rules

We have carefully selected and inspected all the properties we advertise and strive to maintain high standards. However, if you have a problem during your vacation, immediately inform the local representative who will then strive to get things in their shape. If you do not do this we cannot accept responsibility as we have not had the opportunity to investigate and rectify the problem. While we will do our best to deal with problems promptly, a reasonable amount of time should be allowed for repairs to be completed by external contractors.

Although the **Villalia's** name carefully inspects and controls the holiday home before each arrival, a defect, failure or damage may be detected. In such case, **Villalia** must be informed in writing by email to the villas@villalia.es's email address within 24 hours of arrival.

Please note that we do not accept any liability for intermittent failures of utilities or utilities such as water or electricity over which we have no control, nor for sewer systems, plumbing or mechanical equipment in villas, but we will make use of our best efforts to arrange quick repairs whenever possible.

Inevitably, items are broken or require maintenance, so keep in mind that you can find maintenance personnel and gardeners during your stay. Remember also that these are people's homes - please leave the villa in a reasonably clean and tidy state, and remove all trash at the end of your stay. We reserve the right to charge for additional cleaning and garbage disposal if necessary, and to charge it to your credit or debit card.

7. Check-in/check-out times

Your accommodation is available after 3pm on the day of arrival and must be vacated by 10am (10am) on the day of departure. The cleaning lady, the gardener, the pool man need this time to prepare the accommodation properly for incoming guests. Although you are not required to vacate your property before 10am, please note that staff may arrive before this time.

8. Change and non-availability of accommodation

In rare cases it may be inevitable to change your chosen villa due to circumstances beyond our control or the owners; we will endeavor to inform you of this as soon as possible and offer you alternative accommodation of similar or higher standard, a refund if nothing is appropriate

or discuss other options. No other claim against the landlord or leasing agent for any loss suffered will be considered any other claim.

9. Responsibility

Villalia is not responsible for any act or negligence on the part of the owners or any other person who is not in their employment or control, or for any accident, damage, loss, injury or expense, whether to the person or property, that tenants may suffer arising out of, or in any way related to, rent. The landlord and rental agent also do not accept any liability for the loss or damage to the possessions of the tenants in the owners' property, force majeure or any other unpredictable event that **Villalia** could not have prevented.

If a defect or serious failure is detected in a holiday home, **Villalia** will normally offer the tenant an equivalent holiday home of the same price level. In case the alternative holiday home is of a lower price, the price difference will be refunded. In case it is not possible to find a satisfactory solution due to the lack of available properties or due to the non-acceptance of the alternative holiday home by the tenant, the total rent or part of the rent will be refunded depending on the degree of liability determined **Villalia**.

10. Accuracy

We strive to ensure that all information on our website is accurate, however, changes and errors occasionally occur and we reserve the right to correct details in such circumstances. We make every effort to ensure that descriptions, photographs of furniture and accessories, etc. are accurate, however, sometimes there may be changes that we do not know, and therefore vary from the copy and photographs of our website. We do not accept any liability in the event that a description or photograph is inaccurate. If a particular installation offered at a property is essential for booking your holiday, please make sure we are informed of this before completing the booking confirmation pages.

11. On arrival

Immediately upon arrival at your holiday home, please familiarize yourself with the property design and identify any potential hazards, for example, unexpected steps, slippery surfaces, pool depths, etc.

12. Pets

Pets are generally not welcome on our properties, but in some cases we can make exceptions. Please ask.

13. Cleaning

Please note that maid service will be only on the day of arrival and the day of departure. If you are not satisfied with the cleaning standards, we require immediate written notice upon your arrival at the villa. The cleaner will return within 24 hours to rectify and clean any aspects that may have been overlooked.

14. Applicable Law and Jurisdiction

The validity, construction and execution of this Agreement shall be governed by the Law of the country of **Villalia**. Applicants and tenants submit to the exclusive jurisdiction of the courts of the country of the **Villalia**.

15. Blue pencil test

In the event that one of the above terms is or becomes ineffective, the remaining terms remain valid. The effectiveness of the travel contract as a whole is unaffected.