



# GENERAL CONDITIONS

Casa Sol Y Aire applies the following General Terms and Conditions. These are in effect from the moment of reservation until the end of your stay at Casa Sol Y Aire.

## 1. General

- Terms and Conditions apply to all guests of Casa Sol Y Aire, Calle Aire 17, 18658 Pinos del Valle.
- When entering into a rental agreement, these General Terms and Conditions come into effect.
- A copy of these Terms and Conditions will be provided to users free of charge upon request.
- Guests must have a permanent residence or residence and be at least 21 years old.
- The landlord is not liable for damage, loss or theft of property of the guests. In case of disputes, all (legal) costs are for the account of the guests.
- All risks related to a stay at Casa Sol Y Aire are for the account of the guests.
- Damage and loss of movable and immovable property of the owner must be reported immediately by the guests and reimbursed to the landlord. If necessary, the landlord can withhold a paid deposit.
- In the event of violation of these General Terms and Conditions and inappropriate behavior, the landlord can deny and/or refuse access to Casa Sol Y Aire with immediate effect, without further notice and reasons and without refund of accommodation costs.
- The administration of the owner is decisive in the event of a mutual disagreement, unless the users can prove otherwise.
- Guests of Casa Sol Y Aire must adhere to the House Rules below.

## **2. Booking & Confirmation**

- No extra costs will be charged for booking a stay at Casa Sol Y Aire.
- The rental agreement can only be entered into in writing, by e-mail or via the internet.
- After receiving your reservation request, Casa Sol Y Aire will send a confirmation (if space is available) and the reservation is final. (The exception to this is an online reservation; this is immediately final, subject to reservations via the Casa Sol Y Aire website).
- Our reservation confirmations refer to these General Terms and Conditions.

## **3. Payment**

- You must pay 100% accommodation costs at the latest on arrival. It is not possible to pay this at the end of the stay.
- The landlord can deviate from these conditions in consultation with the guests.
- The rates can be found on our website.

## **4. Cancellation and no show (no show without cancellation)**

- In the unlikely event that you are unable to comply with the rental agreement that has been entered into, you must report this to us as soon as possible so that we can still offer the date released to third parties.
- In case of cancellation and no show, the guest pays a fee to the landlord. This compensation consists of:
  1. Cancellation is free of charge up to 14 days before the commencement date.
  2. In the event of cancellation up to 10 days before the commencement date, 50% of the amount is due as compensation.
  3. In case of cancellation up to 7 days before the commencement date, 75% of the amount is due as compensation.
  4. In case of cancellation within 7 days before the start date and no show, 100% of the amount is due.

The amount due at points 2, 3 and 4 must be transferred to the bank account number: ES13 0049 0353 1426 1008 3901 in the name of B.J. Dekker / J.F. Zwijnenburg.

If necessary, you will receive an invoice for this. You must pay this within 14 days.

- When an advance has been paid by the guest, it will be refunded by the landlord in proportion to the above.

## **6. Keys Casa Sol Y Aire**

- As a guest you will receive a key to Casa Sol Y Aire. You hand this in again on departure.
- As a guest, you are responsible for properly locking the entrance doors of Casa Sol Y Aire.
- Loss of the key is at the expense of the guest (€ 25,-) and will be paid in cash by the guest upon check-out.



# HOUSEHOLD RULES

## **Arrival and Departure**

- On arrival you must sign our Terms and Conditions and we will make a copy/photo of your passport and credit card.
- A deposit of €250 must be paid in cash on arrival. Your security deposit will be returned upon check-out if no damage has been found.
- On the day of arrival you can use your stay from 4 pm. The landlord will ask your arrival time in advance by text message or WhatsApp.
- On the day of departure, the accommodation must be vacated by 11 a.m. You check out together with the landlord or his representative. If you leave without checking out, the landlord is entitled to keep your deposit.
- It is only possible to deviate from the above times in consultation.
- No refunds will be made in the event of early departure.

## **Your Stay**

- Noise pollution, especially between 10 p.m. and 7 a.m., should be prevented.
- Use by third parties of the accommodation is not allowed.
- Pets are not allowed.
- Smoking is not allowed inside.
- Guests must have respect for property, nature and environment.
- Guests are requested to turn off air conditioning when not in the bedrooms.
- Guests give permission for the landlord or his representative to come twice a week to clean the pool and water the plants. Day and time are coordinated with the guests.

## **Additional costs/deposit**

- Accommodation costs include bed linen, linen, bath towels and use of washing machine.
- Accommodation costs include gas, electricity, water and internet. The meter readings are noted on arrival and departure. In the event of excessive consumption, this will be deducted from your deposit. When you leave lights on day and night and turn on air conditioner for 24 hours, the average consumption amount will be higher. In order to reduce your costs and save the environment, it is advisable to take this into account.
- Accommodation costs are exclusive of cleaning costs of € 75 per stay.
- A deposit of €250 must be paid in cash on arrival.

## **Deposit**

The deposit, and if necessary more, will be used for any damage made, missing objects or in other situations where the guest has not complied with the General Terms and Conditions.

Upon arrival, the guest signs a form stating that he finds everything in good condition. If the guest notices obvious defects, he must report this immediately. Damage caused by the guest must be reimbursed directly by the guest to the lessor.

## **Use and Liability**

- In the event of regular and/or excessive noise pollution, the rental period can be interrupted immediately.
- It is not permitted to accommodate and/or have more people stay in the holiday home than stated on the reservation confirmation, unless expressly agreed otherwise with the landlord.
- In case of violation, the landlord can request all persons to leave, without refund of the accommodation costs.
- During the rental period, the guest takes care of the rental object and is liable for any damage caused during the stay.
- All damage and loss to the rental object, caused by the act or negligence of the guest, must be reported by the guest to the landlord and possibly reimbursed.
- Calamities and damage must be reported to the landlord immediately by the guest.
- Unreported damage can still be recovered from the guest.