

General conditions and terms www.alicante-playasanjuan.eu

Reservations

To make a reservation, we require a deposit in advance, which is 50% of the total rental fee. Payment can be made by bank transfer or PayPal

No contract will exist until a booking has been completed and the landlord has received full payment. If the property is booked within 60 days of arrival then full payment must be made at the time of booking. If you wish to make any alteration to your booking this can only be made subject to availability before 60 days of arrival.

Making the booking

The booking can be made by contacting us directly by e-mail or completing the online form.

The confirmation will be sent to the representative of the group making for the booking. Please check this information carefully as soon as you receive it. Contact us immediately if any information appears to be incorrect or incomplete. We can't accept any liability if we are not notified of any inaccuracies in any document within 5 working days of our sending it out.

Occupation must be limited to the maximum of 4 persons

Pricing

Prices and website accuracy: please note the information and prices shown on our website may have changed by the time you book the property. We will make every effort to ensure the accuracy of the website and prices at the time of requesting the booking. All prices include a normal use for electricity and water in the apartment.

Payment

In order to confirm your stay, a first payment of 50% of the booking (or full payment if booking is within 60 days of arrival) must be made at the time of booking. All properties are subject to availability until time of payment. The balance of the cost of your booking must be received by us not less than 60 days prior to the arrival day (or at the time of booking if this date has already passed) if you have not paid in full on time we reserve the right to treat your booking as cancelled by you.

Cancellations

Cancellations of any type including force majeure will be subject to this policy. We recommend clients to take out travel insurance.

Cancellation by you. If for some reason you need to cancel your reservation after the contract has begun, you must immediately inform us by email. Your cancellation will only become effective when we receive the email. As we incur costs from the time we confirm your booking and may be unable to resell your period of stay, the following cancellation charges will be payable.

Cancellation policy

Tenant will receive a refund of the booking if they cancel at least 60 days before the start of the holiday.

If the guest cancels within 60 days or the balance is not paid on time, there is no refund

If the balance payment is not received at least six weeks before the holiday starts, the booking will be automatically cancelled.

If the guest has paid the full balance, they will receive a 50% refund of the total cost if they cancel at least 60 days before the start of the holiday

Changes and cancellation by us: Whilst we endeavour to avoid changes and cancellations, we must reserve the right to do so. If we have to make a significant change to or cancel you're booking, we will tell you as soon as possible.

Force Majeure

We regret we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by you otherwise suffer any damage or loss as a result of force majeure. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

Security deposit cover

For the propertie we request a damage/breakages deposit of € 300,- to be paid in advance of your stay. You will be notified of the amount with the booking confirmation and what procedure to follow in order to meet this condition.

The landlord will be entitled to withhold some or all of the deposit to meet the costs of repair or replacement.

These terms are deemed to have been accepted by you at the time of making your booking.

The cost of any damage or loss to the property or to any items in or at the property caused by you or any member of your party will be deducted by us from the security deposit at the end of your rental period.

If no deductions are required your security deposit will be refunded in full to you within 14 days after you vacate the property, once we verify that the property and inventory are in the same state as your arrival.

If there is a claim for damages or losses caused by you or your actions which exceeds that of the security deposit amount, you will be responsible for paying any additional monies required immediately on request by us together with any legal costs.

Passports

It is your responsibility to ensure that you are in possession of all necessary travel and health documents including passports, visas and identity cards (if applicable)

Arrival and departure

The arrival time is from 16:00 until 21:00, departure is before 11.00

On arrival at the property you must present your confirmation details as well as your passport or identity card to us.

Make sure you let us know your arrival time and flight details (flight number and time the flight is due to land) otherwise delays may occur especially in the high season. Arrivals after 21.00 hrs will be charged an additional 50 euros. Early checkin or late checkout could be available on request.

Services

Cleaning fee € 50,-

The price will include all charges for water and electricity. Tenant's must comply with reasonable usage and may be charged if excessive energy is consumed during your stay (i.e. leaving air conditioning running with doors and windows left open)

Tenant obligations

The tenant undertakes to keep the property and all the furniture, fixtures and effects in the same state of repair and condition as at the start of the booking period (reasonable wear and tear excepted) and shall pay to the landlord the value of any part of the property, furniture, fixtures, fittings and effects destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible. The tenant must allow the landlord and/or its employees to enter the property to inspect the state of it, on reasonable notice, except in an emergency when immediate access must be granted. The Tenant must not use the property or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or the Company or to any neighbors. Community regulations must be respected at all times. Smoking is not permitted inside our properties and the Tenant and any member of his or her party undertakes not to smoke inside.

Property Rental

The agreement is personal to the guest. The tenant must not use the property except for the purpose of self catering accommodation by the tenant and the tenant's party during the rental period, and not for any other purpose or longer period.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause danger, upset or distress to any third party or damage to the property, we are entitled without prior notice, to terminate the occupation. In this situation the group will be required to leave the accommodation. We will have no further responsibilities towards such persons. No refunds will be made and we will not pay any expenses or costs incurred as a result of termination.

Issues

In the unlikely event that you should experience any issues with your stay, you must immediately inform us. Any verbal notification must be put in writing by sending us an email, as soon as possible. Until we know about any situation we cannot begin to resolve it. Most situations can be dealt with quickly, we can not accept any liability if you fail to inform us. You must undertake your best to resolve or minimise the situation.

Should there be no written confirmation supplied as above specified and you leave the accommodation prematurely without an explicit authorisation by us, you forfeit your rights to any refund on the rental price.

Please note the property is not an official tourist structure, but a self catering private dwelling. There is no standard or categories that are internationally recognised, it reflects the architecture and furnishings, the local traditions and personal taste of the owner. This offers you the chance to partake in the local culture, living in the same surroundings as a local would. We cannot however exclude the possibility that these differences can sometimes result in minor inconveniences due to the special nature of its architecture and of traditions of the area.

Spanish rental law (Iau)

The rental of this property is based on the Spanish Law on Urban Leases (29/1994, 24th November). According to this law the property is available for seasonal renting, however, the contract does not offer any tourist service. It is only for the use and enjoyment of the property.

Website

To the best of our knowledge, all information regarding the properties displayed on this website is accurate and up to date. The description of the property and rental rates may be subject to change. The contract will be stored in our system for safety reasons your data is not available via the internet. We keep the data according to our privacy policy.

House Rules and your responsibility

To show consideration to others occupying neighbouring or adjoining property.

Not to play loud music or make a disturbance.

Not to make noise walking up and down the stairs of the building especially at night.

To lock the door with the key (not just close the door).

To take care when removing garbage that it does not leak. If garbage is not removed by you there could be an additional charge.

To keep the property and all furniture, utensils, equipment, fixtures and fittings in or on the property in the same state and condition as at the start of the reservation and to ensure at the end of the stay that the property is left in the same state of order and cleanliness in which it was found. The landlord has the right to charge for any extra cleanings needed.

To report to the landlord as soon as possible any breakages or damage caused by you.

To notify all members of your group of these rules.

Please note no pets are allowed.

The landlord shall have no liability for the death or personal injury of anyone in your party.

You must take responsibility to safeguard your personal property. No liability is accepted by the landlord for any loss of or damage to personal property.