

## Vacation Rental Agreement

**Reservation and Booking-Deposit Policy:** In order to reserve/book the guest needs to pay 20% of the total rental cost at the time of making the reservation. The reservation is secure once the Booking-Deposit has been received. At this time we send out the booking confirmation letter to the guest.

The remaining balance of 80% of the total rental cost is due either 45 days prior to arrival in our bank account or in cash upon arrival.

**Refund and Cancellations:** The guest understands and accepts that the total rental cost is non-refundable for any cancellations made less than 45 days prior to arrival.

(This means that a guest that opted to pay the remaining balance of 80 % in cash upon arrival is still subject to transferring this amount 45 days or less prior to arrival, even though they had to cancel). The guest understands that the owner will make every effort to re-book the accommodation upon guest's cancellation, however there is no guarantee that he will be successful. Should an alternative booking occur, the cancelling guest will be refunded for as many days that the alternative booking covers.

If this does not occur the full rental amount is forfeited. Therefore it is highly recommended to arrange for travel (cancellation) insurance.

For cancellations made more than 45 days prior to arrival guest understands that only the Booking-Deposit remains non-refundable.

There is no refund for unused nights.

**Rates:** The rates are calculated based on the number of guests and the length of stay. The amount paid by the guest is covering the rent of the accommodation only for the number of guests agreed upon and paid for. The occupancy may not exceed the guest count agreed upon. Guest may not invite family members or friends to the premises that are not accounted for via the booking.

**Cleaning Fee/Damages:** Each stay requires a final cleaning fee, which gets paid by the guest on the day of arrival directly to the manager. Any stays longer than 3 weeks are subject to an additional mid-stay cleaning fee to be paid by the guest on location. The change of bedding, linens and towels is free of charge for any stays longer than two weeks.

It is recommended to leave the home broom clean with dishes washed and put away and all trash and recyclables removed. Guests with young children understand that they are responsible for any damages made by them. In case something gets damaged during the stay the guest agrees to inform the owner immediately in writing. The same applies to any malfunction in the house or on the premises.

**General provisions:** The accommodation is equipped with a supply of soap, paper towels, cleaning products, spices, salt and pepper, oil and vinegar, coffee, tea, drinking water. These supplies are not replenished during occupancy. Guest is responsible to replenish, should they run out. The home is also fully furnished with 100% cotton linens, towels, beach towels, kitchen towels, ironing board and iron, hair dryer etc. The kitchen is fully equipped with coffee maker, espresso machine, hot water maker, toaster, electronic citrus press, mixer and all major appliances, including washer etc. The home is also furnished with Satellite -TV, WIFI-Internet, paid Netflix and other items for your comfort.

**General Terms and Disclosures:**

- Check in time is 4PM. Check out time is 10 AM.
- Smoking is not allowed indoors.
- No pets are allowed or to be harboured inside our vacation rental accommodations unless with written permission of owner.
- Guest acknowledges that they have had the opportunity to review this agreement and agree to it by the time of making the reservation.
- Guest acknowledges that the inventory of homes may vary and change over time as owner removes items for repair or makes other decorative changes.
- This agreement is based on Canary Island State law and it supersedes all prior oral discussions.
- The owners are not responsible for theft or any damage of guest's personal property. Aside from the use of the safe during the guests stay, it is recommended to get insurance from independent sources to protect from such an event.
- Should any of the gadgets or appliances of the home become inoperable, the rate

amount will not be affected by it. The owner will attempt to correct the problem in a timely manner. Guest agrees to immediately notify the owner or their agent of any malfunction, damage or emergency.

- Owner or repair/service person may enter the property for service, repairs or other reason pertinent to rental business only with reasonable notice to guest.

- Guest agrees to use good judgment in regards to noise. The property is subject to Tazacorte County Noise Ordinance and subject to County law enforcement involvement. Owner may elect to terminate this agreement and evict guest should repeated complaints from neighbours or police involvement occur. Quiet hours are from 11PM to 8AM. Loud outdoor music on the terraces, garden or by the pool is never allowed.