



GENERAL REQUIREMENTS

RESERVATION:

At the time of making the reservation, a **payment on account for 50 %** of the amount of the stay will be requested. Prepayment will be made by bank transfer (the reservation is not immediate, it will be effective upon receipt of the transfer to our account).

Payment of the remaining amount will be made before the delivery of the keys.

In case of no-show, the management will dispose of the reservation once 24 hours have passed from the expected date of arrival.

The moment they formalize the reservation, they accept the hiring policy.

CANCELLATIONS:

Our cancellation policy states that users may cancel their reservation, with the right to a refund of the amounts they have paid, as long as the cancellation is made **more than 15 days in advance** of the date of arrival.

If the cancellation is made **between 8 and 15 days in advance**, the refund will be 50 % of the amount paid.

If, on the contrary, the cancellation is made **less than 8 days in advance**, there will be no right to a refund.

The apartments reserve the right to rectify or cancel reservations in the event of fraud, error or force majeure.

TOURISTIC TAX:

Every person who stays in this tourist establishment and who is 17 years old or older, will have the obligation to pay the Tax on Stays in Tourist Establishments (IETI).

Fee = **€ 1.00** per person and night (with a limit of 7 days of stay per person).

DEPOSIT:

At the time of arrival, it will be necessary to authorize a temporary withholding of € 150.00, by credit card, as a security deposit.

The security deposit will not be charged if no damage or defects are observed in the apartment during the stay, otherwise a full or partial charge may be made.

ENTRY AND EXIT:

On the day of arrival, the apartment will be available **from 4:00 p.m. until 8:00 p.m.** (after this time, and always having notified in advance, a supplement of € 30.00 will be applied).

On the day of departure, the apartment must be left **before 11am**. The apartment must be left in good condition, agreeing to respect its order and cleanliness.



IDENTIFICATION:

All occupants will be required to provide personal identification for the police control, required by law. The occupants must appoint a person in charge of the apartment who must inform about the number of people who will be staying there and demand documentation from the rest, as well as being the undersigned of this document.

TOWELS, SHEETS AND OTHERS:

The apartment will have towels, clean bed linen and all the necessary utensils for the number of people included in the reservation.

If additional towels are needed, an amount of € 3/set will be charged.

If additional sheets are needed, an amount of € 3/set will be charged.

CLEANING SERVICE:

Cleaning will be done right after departure. A cleaning fee of € 40 will be charged to the invoice.

They can also request, upon the reservation for the agreed day, an additional cleaning service for an amount of € 40.

RESPONSIBILITY:

The customer is responsible for any direct or indirect damage that may be caused as a result of improper use of the apartment or the common areas, including and without limitation: damage, loss due to fire, theft or crime, being the customer the only civil liability and the one who will have to respond to any type of legal action that is required of him for his actions.

In the event that the property has to answer for damages caused by the customer, they will have an action against the same in order to obtain the recovery of expenses, compensations and indemnities paid to third parties.

The loss of keys will have a surcharge of € 50 per game.

CASES DE PRADES is not responsible for the loss, theft or deterioration of the clients' personal belongings.

BEHAVIOUR:

The customer who makes the reservation is responsible for the correct and decent behavior of all the people who accompany him.

If this person or any of the occupants do not show responsible and appropriate behavior, the person responsible for the property will be obliged, in compliance with the provisions of article 68.11 of Decree 159/2012, to require all occupants of the apartment, so they leave the house.

This departure, caused by the customer's non-compliance, will determine that he will not be entitled to any financial compensation.

GENERAL RULES

- Animals are not allowed.
- Smoking is not allowed anywhere in the building.
- No parties or events are allowed.
- Respect the hours of rest of the rest of the neighbours, being these at 10:00 p.m. to 10:00 a.m. on weekdays, and from 12:00 a.m. to 10:00 a.m. on holidays.
- The number of people who can use the apartment cannot exceed the maximum occupancy number assigned and planned for each apartment.
- Do not throw anything through the openings of the building.
- It is not allowed to leave any type of object on the stairs, nor to enter any type of vehicle in the entire building.
- Do not leave personal hygiene products in the toilet (wipes, pads, tampons...)
- Water is a scarce resource. Please use it wisely.
- Turn off the air conditioning systems when you leave the apartment. These have sensors that adapt to the ambient temperature.
- Make sure that all openings are closed every time you leave the apartment, given that the weather is very unstable.
- For everyone's safety, make sure the street door is always properly closed.
- Make good use of the appliances and utensils in the apartment (the corresponding manuals are at their disposal). Also, we will be grateful of you to take care of all the clothes by putting them to good use.
- Please be especially considerate of the parquet floor if you wear shoes dirty with mud or snow. Take them off before entering the apartment.
- Candles are purely decorative, please do not use them.
- In the event of a fire, know that there is a fireproof blanket in each apartment.
- In case of sharing a stay by occupying several apartments, it is mandatory to leave all objects in the apartment where they were found.
- We have high chairs and cots for children, depending on availability.

RULES AT YOUR DEPARTURE

- On the day of your departure, you must leave the apartment before 11:00 a.m.
- The apartment must be in good condition.
- Take all the food left in the fridge.
- Deposit the rubbish in the nearest municipal containers (indicated on the indicative posters that you will find stuck to the fridge).

In the event of any violation of the aforementioned obligations, the person responsible at his own discretion has the right to require the client to vacate the apartment. In this case, the customer will not be entitled to any financial compensation or compensation of any kind.