

## **General terms and conditions and cancellation policy 30-09-2023**

The tenant of the vacation home declares by making the reservation to have taken note of the applicable general conditions and otherwise to be sufficiently informed.

Reservations and booking are possible through our reservation system on the website, email or by phone.

### **Prices**

The rental price as listed on the website includes internet costs, water consumption, 67 kWh electricity per week and use of bed linen, bath towels and beach towels. For additional consumption of electricity, a supplement of € 0.25 per kWh will be charged. For cleaning costs and the cleaning of bed and bath linen, a supplement of € 90,00 will be charged for each booking, The deposit per property is € 250,00. This will be refunded after favorable final inspection of the property within 7 days after the last day of the rental period.

### **Reservation**

On our website you can use the contact form to request a reservation. After approval of the requested period, you will receive an e-mail where further data will be requested to make the confirmation if you are a first time renter with us.

To avoid errors, we prefer to receive your reservation via this form. An agreement can only be entered into by a tenant who is 23 years of age or older.

### **Reservation confirmation**

You will receive written confirmation by e-mail of your reservation including payment details and information about the chosen accommodation. After we send you confirmation of the requested dates, the booking is final. The first payment is 30% of the rent within 14 days, the second payment is no later than 6 weeks before arrival. Once the dates of your reservation are confirmed by us, a withdrawal period of 14 calendar days applies.

### **Pets**

Pets are not allowed in the accommodations.

## **Smoking**

Smoking is not allowed in the accommodations. Ashtrays will be provided on the terraces.

## **Security deposit**

We use a deposit which is calculated together with the final part of the rent. After checking and cleaning the accommodation, this will be returned to your bank account, minus any damage and/or additional cleaning costs, within 7 days of your departure. In the attachment sent with the confirmation email you will find a 'check before departure', which states what is expected of you before leaving the accommodation. If the tenant does not leave the accommodation properly, additional costs may be charged by the landlord. The amount of the deposit is € 250.00 per accommodation.

The tenant is obliged to treat the vacation home and its inventory with caution. Damage incurred during the rental period must be reported to the landlord. If there is any damage, the landlord will inform the tenant after the rental period about the amount of the costs of the resulting damage.

## **Arrival and departure**

Arrival: from 8 a.m. (or adjusted after mutual agreement)

Departure: no later than 11 a.m. (or adjusted after mutual agreement)

## **Occupation**

Stay of more persons than agreed on the reservation is expressly not allowed without our consent. More persons than the number of beds in the accommodations is not allowed. Subletting to third parties is not allowed.

## **House Rules**

The community pool can be used between 07:00 and 24:00.

From 10:00 p.m. to 7:00 a.m., no noise should be caused.

Have respect for other people's property and also for nature.

You are not allowed to use a fire pit or charcoal BBQ during your stay at the accommodation.

## **Liability**

Unfortunately it is not possible for us to accept any liability for damage or injury caused to the tenant(s), and persons belonging to them, whatever the cause of such damage or injury may be, including damage resulting from negligence.

We are also not liable for loss, theft or damage to your property.

The landlord is not liable for damage or nuisance caused by or to third parties. You remain responsible for yourself and your travel companions at all times.

The landlord is not liable for damages resulting from (extreme) weather conditions and for possible vacation enjoyment lost as a result thereof, as well as damages for situations or circumstances in which or under which we can invoke force majeure.

The landlord is not liable for damages due to breakdowns and utilities, unless we can invoke force majeure in that regard.

The landlord is not liable for damages of the tenant and persons belonging to him/her as a result of his/her own actions/behaviors or for damages from actions attributable to him/her.

The landlord is not liable for any inconvenience or nuisance caused by third parties.

The landlord cannot be held responsible for errors caused by inaccuracies or missing information on the website.

## **Cancellation Policy**

Unfortunately, we know from experience that there are quite a few situations where you are forced to cancel or cut short your vacation early.

The advice is to take out cancellation insurance so that you are properly insured for this type of situation. This cannot be done with us but can be done through your own insurance.

We apply the following terms and conditions.

- for cancellation up to 42 days before the day of arrival: 30% of the rent;
- for cancellation from the 42nd day (inclusive) to the 28th day before the day of arrival: 60% of the rental fee;

- for cancellation from the 28th day (inclusive) to before 1 day of arrival: 90% of the rental fee;
- for cancellation on the day of arrival or later and no-show: the full rental fee.

However, you can transfer your booking to another person. That other person will then take your place. The following conditions apply:

- The other complies with all conditions attached to the agreement, including payment obligations;
- Please submit the request 7 days prior to arrival so that all formalities can still be taken care of.

If the canceled period can be re-rented we will settle with you.

For canceling and or transferring your reservation to others or for re-renting we charge a € 35,00 administrative fee.

If it is decided by the government that no tourism to the province of Alicante is possible due to corona measures, your reservation will be rescheduled to a later date, free of charge.

## **Complaints**

Despite the care and effort of CasasQuesada, you may consider that you have a legitimate complaint regarding your vacation accommodation. You should report this complaint in the first instance on site and directly by telephone during your stay.