



RENTAL TERMS AND CONDITIONS

SEASON 2023

○ CONFIRMATION AND PAYMENT:

In order to confirm your reservation, a **down payment of 40%** of the total amount will be required. The remaining amount must be paid before or during the check-in, in our office. The keys of the rental won't be delivered if the reservation is not fully paid.

The down payment must be made within **5 working days** from the confirmation letter date. If we do not receive this deposit within the specified time, the reservation will automatically be cancelled without prior warning. **In case of cancellation, the deposit will be not returned under any circumstances*.**

We will confirm you the down payment reception by e.mail attaching it's corresponding receipt.

○ SERVICES INCLUDED:

The rental price includes the use of water, gas, electricity, the maintenance of the swimming pool and garden.

All the properties are rented with sheets and towels provided. In case you want an extra change of bed linen and towels, Domus Begur can provide it for 20€/person.

A supplement of **€150, €200 or €250** to the booking price (depending on the property) will be added for **final cleaning**.

○ CANCELLATIONS:

All cancellations are required to be made in writing, via e-mail to domus@domusbegur.com.

If a reservation is cancelled before the last 30 days before the date of arrival, the tenant will lose the payment deposit of the reservation.

If a reservation is cancelled less than 30 days before the date of arrival, the tenant is liable for 100% of the total cost of the reservation.

***COVID-19** - Due to the pandemic events, all rental reservations affected by the inability to travel between provinces or closure of borders during the reservation, will be 95% refunded. Domus Begur will keep the right to charge you the 5% for administrative and refund fee.

○ GUARANTEE:

On the day of arrival, the tenant will be **obliged to provide a valid credit card number** as a guarantee for any possible damage caused to the property during the rental period. The identity documents of all occupants will be required and the corresponding document must be signed authorising Domus Begur to charge the amount of any damage that may have been caused to the property. If any damage is found, Domus Begur must be notified within a maximum period of 3 working days, and the agent will have 15 working days to carry out the corresponding management and collection.

○ TOURIST TAX:

The tenants will need to pay a tourist tax of 1,00€ per person, per night for a maximum stay of seven nights. Minors up to the age of 16 will not be charged.



○ TIME OF ARRIVAL:

Arrival time will be between **16.00h and 19.00h**. If the tenant cannot arrive before the latest arrival time, must inform Domus Begur in advance, via email to domus@domusbegur.com or telephone **+34 972 622 072**. Otherwise they will not have access to the property and Domus Begur will not be held responsible for this. The keys will always be collected from our office located at **Carrer Creu, 37 in Begur**.

○ TIME OF DEPARTURE:

Departures must be made before 10 a.m. The keys must be returned to our Domus Begur office. All sets of keys to the property must be returned to our Domus Begur office. Otherwise, Domus Begur reserves the right to **charge a 150,00 €** administration fee and an urgent lock change on the credit card of the security deposit.

○ EXPLICIT PROHIBITIONS:

The **subletting of the rented accommodation** is strictly forbidden.

Smoking inside the rented property is strictly forbidden.

It is **strictly forbidden to charge electric vehicles (Ev) or plug-in hybrid vehicles** in the rented property without the prior express authorisation of Domus Begur.

It is **strictly forbidden to bring any animal/pet into the rented property** without the prior express authorisation of Domus Begur.

In the event of non-compliance with any of the prohibitions described above, Domus Begur reserves the right to charge a fee of **€250.00** to the credit card for miscellaneous expenses and damages incurred.

○ ADDITIONAL INFORMATION:

Furniture Inventory:

The furniture and contents must be left as they are on arrival. Any damage caused must be reported to the Domus Begur agency immediately. All clients who misuse the facilities of the property may be evicted without the right to any restitution and will be obliged to pay Domus Begur the amount of the damage caused, undertaking in any case to respond for the same by means of the credit card provided as a guarantee. For terraces and gardens, use only the terrace furniture. The furniture of the house must not be taken outside under any circumstances.

Capacity of the accommodation:

The **tenant must respect the maximum capacity of the property**, indicated by Domus Begur. In the event that the maximum capacity is exceeded without the prior consent of Domus Begur, the reservation will be cancelled immediately and all tenants will be evicted, without them being entitled to any compensation or restitution of the total amount of the reservation. If Domus Begur allows it and depending on the property, more people can be accommodated for a supplement of 120€/person and week (including extra bed, towels and sheets).

Celebrations:

Loud music and celebrations without Domus Begur's permission are strictly forbidden. In case of celebrations, loud music or complaints from neighbours and/or police call; Domus Begur may penalize the tenant financially for damages and/or cancel the reservation and proceed to immediately evict the tenants, without the right to any compensation or refund.

**Swimming pool:**

In the event that the accommodation has a private or communal swimming pool, minors must be supervised at all times by an adult. The tenant exempts Domus Begur and the property from any responsibility in this regard. The use of the swimming pool is only for bathing, under no circumstances will animals be allowed to enter or wash any type of object. Normally the pools are cleaned once or twice a week, which requires the presence of the person responsible for maintenance. The filter system is programmed and works automatically. The manipulation of the machinery and its electronic system as well as its maintenance products is not allowed.

Garden:

The garden needs care and watering. In certain communities and on private properties, a private gardener takes care of it regularly. We ask for your understanding in order to facilitate your access to care and treat for a correct maintenance.

Electrical appliances:

In case your accommodation has a washing machine, tumble dryer or dishwasher, we kindly ask you to clean after each use, including detergent containers and/or filters.

Blinds:

There is a wide variety of different types of blinds, all of which have different functions. To avoid damage, please use them correctly. If you have any problems or do not know how they work, please contact Domus Begur immediately and we will help you.

Television:

All channels that can be received are already pre-installed and programmed. Please do not manipulate any channel or the satellite receiver or the TV settings. In case you have a Smart Tv, make sure you log out of the streaming device after your stay (Netflix, Amazon Prime, Disney Plus, HBO etc.)

Toilets:

Do not throw leftover food, cotton wool, sanitary towels, tampons, wipes or other objects into the toilet, as the pipes can easily become clogged. In case of clogging as a result of the above, the tenant will be liable by paying the amount of repair and/or unclogging by bucket truck.

Cleaning:

Please treat the property as if it were your own and leave it tidy when you leave. If you wish, an extra cleaning service can be ordered at 23,00€/h. On the day of departure it is compulsory to throw the rubbish in the public bins located in the emergency areas previously explained by the Domus Begur team. Failure to do so will result in a charge of 250€ on the guarantee card.

Complaints:

In the event of any discrepancy or complaint about the cleanliness, condition and/or equipment of the property, Domus Begur must be notified immediately in writing within 24 hours of arrival. If after this period no complaint has been made, we will consider that the accommodation was in order on arrival and subsequent complaints will not be taken into account.

Danger of Theft:

Do not forget to always lock the house during your absence. Do not leave valuables in the house or in the car. Before leaving, close the windows and shutters. In case of theft, neither Domus Begur nor the property will assume any responsibility.



Natural Phenomena:

Neither Domus Begur nor the owner will be held responsible for any damage caused by natural phenomena that affect the property and as a consequence could not enjoy your stay.

Supplies and Services:

The tenant exempts Domus Begur and the property from any liability in the event of irregularities in the supply of water, electricity, gas, telephone and wifi services attributable to the supply companies. Domus Begur and the property shall be exempt from any liability arising from nuisance caused by works outside the property or public or private demonstrations.

Control and Maintenance:

Any representative of Domus Begur (including technicians) may have access to the property at any time to carry out any inspection or to solve any problem. We will try in any case, to notify you before accessing your home.

Legal:

In the event of any dispute regarding the fulfilment of this act/contract, the parties expressly and irrevocably submit to the jurisdiction and competence of the courts of first instance of La Bisbal d'Empordà, waiving, as of now, any jurisdiction which, by reason of their present or future domicile, may correspond to them.



Dear Customer:

We would like to thank you for listening and respecting our recommendations. All of them will help you to spend an unforgettable holiday with Domus Begur and help us to make it possible. Of course, we are at your disposal for any questions or doubts you may have.

Your Domus Begur team