

## **GENERAL CONDITIONS**

When formally booking a rental property, it is understood that you acknowledge and agree to the terms and conditions set out below.

**Minimum rental length:** 3 nights

**Reservation deposit:**

For every rental reservation, you will have to pay a 20% deposit of the full rental amount by bank transfer to our clients bank account. To confirm your bank transfer you can also send the bank receipt by fax to (00 34) 952 89 03 81.

**Rentals:**

Remaining rental payment will be requested upon arrival. It will not be possible to delay this payment.

**Key Home Services** reserves the right to change or amend prices. Prices do not include V.A.T.

For short stays (3 to 6 days) and for determined rental periods (Easter, Christmas, etc.) you might be requested to pay the full rental amount upon reservation. This could also be the case when booking less than a week before rental (last minute bookings).

Property access upon arrival: From 4:00 pm  
Exit upon departure: By the latest at 10:00 am

Our rental prices include a full clean before arrival of our guests, but not the departure cleaning. So please make sure to leave the property as you have found it.

We can also provide cleaning service during your stay, to be charged separately.

Rental extension : if you wish to stay longer than initially planned, please check with our office availability and prices, as any extra days will have to be added to the originally rental price.

**Clients obligations:**

If upon arrival you find that something is not working or broken in the property, please let us know ASAP so that we can sort it out. If you do not notify us shortly, we will consider that this has happened during your stay and you will be charged for it.

If you have children, please make sure that they do not draw on walls or damage the furniture.

Please refrain from smoking in rental properties and only do so where permitted by Spanish Law.

Please respect your neighbours and make sure not to be too noisy in the apartment or in common areas. Parties are not allowed.

It is not acceptable to have more people staying in a flat than stipulated in the property description and booking confirmation. **Key Home Services** reserves the right to refuse or even cancel a booking at any time, without refund, if tenants do not respect this requirement.

Eventually clients will not be allowed to copy keys to the property, nor to hand them over to anybody else apart from Key Homes Services staff. If any keys are lost, it is your responsibility and you will be charged for them and any extra cost that might be generated (change of lock and new sets of keys).

**Animals:**

Animals are not permitted in rental properties, unless specifically authorised by written by **Key Home Services**.

**Authorised access:**

**Key Home Services** reserves the right to access the property to do any repairs when necessary.

**Booking cancellation from Key Home Services:**

**Key Home Services** reserves the right to switch your booking to another similar accommodation in case of unforeseen circumstances. In case of "force majeure" **Key Home Services** will cancel the booking with full refund.

**Clients cancellation:**

Any cancellation must be notified by fax or e-mail.

Rental deposits are by no means refundable, as they will be given to owners as a compensation for the cancellation.

There will be no refund in case of early departure of tenants for whatever reasons.

**Losses and robberies:**

**Key Home Services** and the owners of our rental properties will not be made responsible in case of loss or robbery of tenants personal effects in the apartments during their stay.