

GENERAL TERMS AND CONDITIONS FOR APARTMENT RENTAL

CHECK-IN

Check-in: between 15:00 and 00:00.

Please note, on the day of your arrival **it is mandatory to phone our reception staff 30 minutes before arriving at the apartment**, using the number you will find on your booking confirmation. This will be your contact number during your stay.

You should use this number to inform us if there are any important changes or delays that affect your arrival time, in order that we avoid unnecessary waits.

Our reception staff **will receive you in the apartment to give you the keys** and explain the usual functions of the apartment and answer any questions that you have about the area, such as how to move around, where to park, and where to find shops and restaurants etc.

CHECK-OUT

Check-out time: before 11:00 h.

When leaving the apartment, it must be in good condition: please clean the kitchen (kitchen utensils washed, bins emptied and all food removed) and ensure the furniture is in the same place as it was upon your arrival. Otherwise, an extra cleaning fee will be deducted from the deposit.

If you want to change your check-out time, you will have to contact Iberorent Apartments and we will try to adjust to your needs.

BOOK AN APARTMENT

In order to confirm the booking, you will be required to pay **100% of the total amount**. If the total amount of the booking is equal to or less than 1500€, you will be required to pay **100%** when booking. The payment may be made by:

CREDIT CARD

By credit card the confirmation of the booking is immediate, and you will automatically receive a confirmation by email if the transaction has been successfully completed. There is no commission.

BANK TRANSFER

This method will not be available for last-minute-bookings (requests made 5 or less days before the date of arrival).

If you choose this payment method, you will receive a reservation request confirmation with our bank details and the amount you have to transfer. The customer will take care of the transfer expenses.

The apartment will provisionally be reserved under your name **ONLY** for 48 hours. The booking of the apartment will not be completely valid until we receive the payment receipt in the following email address: info@iberorentapartments.com

Between 24 and 48 hours after we have received the payment, you will get an email with your booking confirmation.

In reservations of more than 1500€ the second payment (50% of the booking) will be done at the moment of reception in the apartment, either by cash or by credit card.

In the booking confirmation we indicate some information: the exact address of the apartment, contact details, remaining amount you have to pay and directions for the arrival.

FULL PAYMENT OF THE BOOKING (reservations of more than 1500€)

In reservations of more than 1500€ the second payment (50% of the booking) will be charged during the week prior to your arrival. If this charge wouldn't be possible (for any circumstance) the second payment will be done at the moment of reception in the apartment, either by cash or by credit card.

CANCELLATION AND CHANGES

Cancellations and changes must be carried out by email. Cancellations and changes by phone will not be accepted. In any case, changes will only be accepted if the apartment is available.

• Cancellations or changes made 5 or more days before the check-in are free of charge.

- In cancellations or changes made 5 or fewer days before the check-in, 100% of the full booking amount will be charged.
- If the customer doesn't show up to the apartment, 100% of the full booking amount will be charged.

These conditions will be applied even in circumstances out of the client's control or of force majeure.

- If the date of the booking is cancelled or modified, it will be understood as a new reservation and the cancellation conditions will be applied.

These conditions will be applied even in circumstances out of the client's control or of force majeure.

- **If the date of the booking is cancelled or modified, it will be understood as a new reservation and the cancellation conditions will be applied.**

If Iberorent Apartments could not offer the booked apartment to the client due to circumstances beyond our agency (such as construction works, breakdowns, flooding, fires or any cause of majeure force) Iberorent Apartments will change the booked apartment to another one with similar features.

If the customer were not satisfied with that apartment, the booking can be cancelled. In such an event, the customer would get a full refund of the paid amount, except for the part corresponding to the period of rent in which the customer has enjoyed the apartment. Iberorent Apartments will not take any responsibility for the full or partial cancellation of your booking.

We recommend that you purchase travel insurance, which covers the deposit partially or fully, depending on the cause of cancellation. If the cancellation does not have a proper reason, the insurance will not cover the deposit.

OCCUPANCY (number of people & children policy)

You will have to inform Iberorent Apartments about the number of people that will stay in the apartment. It is completely forbidden to occupy an apartment with a greater number of people than the amount declared when booking.

Children under 2 (including 2 year-olds) can stay for free and do not count when calculating the maximum capacity of the house. For any question regarding children or cradles, do not hesitate to contact us in our office by phoning or sending an email to info@iberorentapartments.com

If this condition is violated, Iberorent Apartments reserves the right to ask the guests to leave the premises immediately and to end the booking contract. The client shall not be entitled to compensation or indemnity of any sort arising out of implementation of this measure. This implies the loss of the refundable deposit, as well as the cost of any rent that has already been paid.

PETS

Pets will only be allowed with previous approval, and an extra cleaning fee could be applied. If this condition is violated, Iberorent Apartments reserves the right to ask the guests to leave the premises immediately and to end the booking contract. The client shall not be entitled to compensation or indemnity of any sort arising out of implementation of this measure. This implies the loss of the refundable deposit, as well as the cost of any rent that has already been paid.

CLEANING

The apartment will be clean when you arrive. When leaving the apartment, you will have to leave it in good condition: please clean the kitchen (kitchen utensils washed, bins emptied and all food removed) and ensure the furniture is in the same place as it was upon your arrival. Otherwise, an extra cleaning fee will be deducted from the deposit.

The prices offered on our website always include the final cleaning of your stay. No extra amount whatsoever will be added to your booking price under this concept.

BEHAVIOUR IN THE APARTMENT

Loud music and partying are prohibited in all our apartments. If there is any party or loud music, or if the neighbours complain and/or call the police, this may lead to immediate eviction, day or night.

Quiet rest time from 22:00 PM to 10:00 AM.

We would highly appreciate your cooperation in this matter and we hope you understand that these rules are necessary, since the apartments are not located in residential buildings and you have to respect the rest of the neighbour's desire for a good nights sleep.

You will have to adjust to the internal rules of the building, especially for those ones regarding noise, hanging clothes, cleaning, collection of the household waste, etc.

Smoking is NOT allowed in the apartment, except on balconies, terraces, courtyards and gardens.

The signer of the booking will be held responsible for the correct and decent conduct of all the occupants of the apartment.

The signatory of the booking, as well as his/her companions, will be held responsible for their behaviour. If this person or any of the other guests does not behave in an appropriate and responsible manner, Iberorent Apartments reserves the right to ask the guests to leave the premises immediately and to end the booking contract. The client shall not be entitled to compensation or indemnity of any sort arising out of implementation of this measure. This implies the loss of the refundable deposit, as well as the cost of any rent that has already been paid.

Neither Iberorent Apartments nor the property owner of the apartment takes any responsibility for any kind of damage, direct or indirect, resulting from misuse by the guests. This includes, but is not limited to, loss caused by fire, theft, accident or other types of damage.

Consumers residing in Spain or any European Union Member State can resolve their consumer disputes with IBERORENT APARTMENTS through the European Union's online dispute resolution platform. If needed, you can access it by clicking on the bold text below:

[ONLINE DISPUTE RESOLUTION](#)

By booking an apartment with Iberorent Apartments, you agree to accept all of the terms and conditions.