



Costa Blanca Holiday
RENTAL APARTMENTS & VILLAS

Terms and Conditions

We recommend that you read these terms and conditions carefully. If you make a reservation, you simultaneously agree to the content of these conditions. NOTE: The conditions may differ per house! If this is the case then this is indicated at the relevant house.

1. Reserve

At Costa Blanca Holiday you can submit a request for renting a specific property in a specific period via the website, via email or by telephone. Immediately after receiving the reservation, Costa Blanca Holiday will confirm the reservation by email. With this confirmation you will also receive an invoice with payment method and further relevant information. If you have not received a message from us within 5 days, you should contact Costa Blanca Holiday.

2. Rental period

The rental period can start on any day at most houses. For some houses the booking period (arrival and departure) runs from Saturday to Saturday and is stated on the house. Arrival times are normally between 4 p.m. and 11 p.m. (different time in consultation). If you arrive later than 11 p.m. or want to leave before 7 p.m. in the morning, this must be indicated no later than 8 days before your arrival. For arrivals after 11 p.m. or departure before 7 p.m., you pay a surcharge of 40.00 euros (including 21% IVA) Departure no later than 10 a.m.

3. Reservation costs

The prices of the houses include reservation costs.

4. Prices

The prices on the Costa Blanca Holiday website are current. Barring errors and price increases, the amounts must correspond to the amounts stated in the confirmation. To do this, you must carefully check the confirmation.

5. Payment

The invoice / confirmation states that a deposit must be made of 30% of the total amount. This down payment must be made within 8 days after the date of the invoice / confirmation. The remaining amount must be in our possession at least 6 weeks before the start of your stay. When booking within 6 weeks before the start of your stay, the

entire amount must be paid at once. With late payment you will receive a payment reminder by email. Costa Blanca Holiday is entitled to cancel the reservation if the remaining amount has not been received 4 weeks prior to the arrival day. The amounts paid up to that point will not be reimbursed in that case.

6. Cancellation

Cancellations must be notified by email to Costa Blanca Holiday. Immediately after receiving the cancellation, Costa Blanca Holiday will send you a confirmation of your cancellation and the corresponding invoice.

The following conditions apply to cancellation:

- If you cancel from the day of reservation until 42 days before the day of arrival, you owe 30% of the invoice amount.
- If you cancel from the 42nd day until the day of arrival, you owe the entire invoice amount. If Costa Blanca Holiday is forced to cancel the already reserved holiday home, whatever the circumstances, the tenant will be notified immediately and, if possible, with an alternative. If the tenant does not accept this alternative, or if Costa Blanca Holiday cannot offer an alternative, Costa Blanca Holiday will immediately refund the amount already paid by the tenant. Tenant has no more or other right than the reclaim of this amount.

We strongly recommend that you travel well insured. A good travel, luggage, accident and health insurance policy protects you against the financial consequences of accidents or illness. Be well-informed about this with your insurance agent.

7. Changes by the tenant

If you wish to make a change to your reservation, you must inform Costa Blanca Holiday immediately. This change is confirmed in writing by Costa Blanca Holiday. The associated costs are always € 25. Changes in rental period and / or change of accommodation are considered as transfers.

8. Transfers by the tenant

If you wish to transfer to another holiday home, or to change the rental period, this is possible up to 6 weeks before the start of the rental period for the previously reserved holiday home; the associated costs amount to € 75. If you wish to transfer later than this period, this will be considered as a cancellation and a new booking and the cancellation conditions will remain in full force (see point 6).

9. Pets

Bringing a pet is not always allowed. Tenant must request this when booking for the relevant holiday home. If you are allowed to take your pet with you, this will entail extra cleaning. That is why we charge € 37.50 per pet. Wearing a flea collar is mandatory for dogs and cats. Any damage caused by a pet must always be compensated by the tenant.

10. Take care of home and environment

The rented holiday home must be inhabited with the required care and care, taking into account the tranquility of the surroundings. If the tenant does not behave as a good tenant or causes serious nuisance or burden to his environment, he may be denied further access to the holiday home without claiming a refund of the rent. If the tenant unexpectedly causes damage to the rented holiday home and / or inventory, this must be reported immediately to Costa Blanca Holiday. The related repair and / or replacement

costs must be reimbursed immediately. The tenant is liable for damage caused by him / her or by co-tenants and any visitors, even if this is found after departure.

11. Water, gas and electricity

The prices that Costa Blanca Holiday offers you include water consumption. Upon arrival at the property, the meter reading of the electricity meter is recorded together with you and put on paper. On departure this is done again and the consumption is calculated. The cost of electricity consumption is settled with the deposit. The price per KW / H can vary per property and is listed on the website per property. If applicable, the costs for gas consumption per home are stated on the website.

12. Stay

If on arrival it appears that you are with more people than mentioned in the rental contract, or that you are staying with more people in the house / apartment during the rental period than what was booked / paid for, you will have to leave the house / apartment immediately. In that case you are not entitled to a refund of the paid travel sums. The landlord is not obliged to pay compensation if you arrive later or leave the holiday home prematurely.

13. Arrival and departure

You can move into the holiday home between 4 p.m. and 11 p.m. and you must vacate the home by 10 p.m. Other times can only be accepted in consultation with Costa Blanca Holiday. A surcharge of € 40 must be paid on arrival or departure between 11 p.m. and 7 p.m.

14. During your stay you must keep the holiday home clean and do the laundry. The rented holiday accommodation must always be delivered by you after your stay. Crockery and accessories are also returned to the cupboard clean and only the last laundry can be left dirty. If more laundry is left behind, the extra washing will be deducted from the deposit.

15. Other costs

Costa Blanca Holiday charges costs per property for the mandatory final cleaning. The price for this is different per property and is stated on the invoice when booking. Costa Blanca Holiday calculates a deposit from € 350, which will also appear on the invoice. This will be refunded by bank within 10 days of departure after checking by the manager, after deduction of any damage, consumption of electricity or other costs. A surcharge of EUR 40 per event applies on arrival and / or departure between 11 p.m. and 7 p.m.

16. Liability

1. Liability when booking:

The use of the holiday home is at your own risk. The landlord is not liable for any damage caused by users of the holiday home during the stay (for example due to improper use or insufficient supervision of children). The tenant is obliged to compensate the landlord for all resulting damage caused by him / her or his co-residents. The tenant must therefore have liability insurance for private individuals. The tenant must immediately report any damage to the landlord. The tenant is not permitted to rent out or use the rented property in whole or in part to others. For your own safety, it is not permitted to light an open fire on the site, not even in a fire pit. You should also be careful when smoking: an ashtray must also be used on the terrace.

If the power goes out, a water supply failure or noise nuisance (for example) caused by construction activities in the area then you cannot hold the owner liable, since it concerns circumstances beyond our control and caused by third parties.

2. Construction work

Many holiday destinations are constantly evolving. Accommodations in our range require maintenance from time to time. We ask for your understanding in this regard. If work is being carried out in one of our accommodations and we are familiar with this, we will inform you about this. Nuisance to this, however, will be limited as much as possible by the accommodation provider. Work can also take place outside of your complex, such as e.g. road works on local facilities or the construction of a new building.

As a rental organization, we have no influence whatsoever on this work and we acknowledge no liability for this.

3. Noise disturbance

The noise nuisance standards are more tolerant than in the Netherlands. If you are sensitive to noise nuisance, we recommend choosing accommodation without a disco and / or bar and outside the center. The accommodations in the center are often located in the vicinity of restaurants, shops and nightlife. The accommodation provider has very limited influence on the noisy behavior of fellow holidaymakers

4. Norms and values

A holiday abroad means different people and habits, a different culture, different climate, different food, different from home. This is one of the attractive sides of the holiday, but it is also an aspect to take into account. Local customs and habits are sometimes not common in the Netherlands, but therefore no less valuable.

5. Vermin

These unwanted visitors are found in many holiday destinations with a warm climate. This cannot always be 100 percent excluded. Report this as soon as possible. The insects will often be controlled by insecticides. However, their use will be limited as much as possible because it is harmful to humans and the environment.

6. Water and power supplies

Water is scarce in many of our destinations. It is therefore possible that you do not have water during certain parts of the day. The rental organization cannot be held liable for the consequences of this

7. Costa Blanca Holiday bears no liability for:

1. Theft, loss or damage, of any nature whatsoever, during or as a result of a stay in a holiday home rented by you.
2. Breaking or disabling of technical equipment and power and / or water failure.

- Use of the rented property by the tenant is entirely at the risk of the tenant.

17. Complaints

We do our utmost to ensure the holiday of all our guests to the last detail. Nevertheless, a hitch may unexpectedly occur in the implementation thereof. For a good implementation, we also remain dependent on our third parties. Should the renter unexpectedly have any complaints during his stay, this must be reported to Costa Blanca Holiday immediately. Via consultation with the owner, an attempt will be made to resolve the complaints as quickly and effectively as possible.

If this cannot be arranged to the satisfaction of both parties, then the complaints must be confirmed and explained in writing as soon as possible, but no later than within 14 days after the end of the rental period

Costa Blanca Holiday is not liable for steps taken independently (without the knowledge and explicit permission of Costa Blanca Holiday) such as accepting another rental house or hotel. All resulting costs are for the account of the tenant.

In all cases, Costa Blanca Holiday only acts as a mediator. In fact, when booking an accommodation, a lease agreement arises between the tenant and the owner of an object.