



General Terms and Conditions BOHO HOUSES

Last updated: May 25, 2025

1. General

1.1 These General Terms and Conditions apply to the rental of accommodations through BOHO HOUSES, both for accommodations exclusively managed by BOHO HOUSES and for accommodations where BOHO HOUSES provides only supporting services to owners.

1.2 The booking conditions form an integral part of the rental agreement between the tenant and the owner. BOHO HOUSES acts solely as an intermediary.

1.3 By making a booking via BOHO HOUSES, the tenant declares full acceptance of these terms and conditions, regardless of the channel through which the reservation was made.

2. Definitions

- **BOHO HOUSES:** The company mediating between tenant and owner.
- **Tenant:** The primary booker of the accommodation.
- **Travel Companions:** Persons staying together with the tenant but who are not the primary tenant.
- **Guests:** Tenant and travel companions collectively.
- **Owner:** The legal owner of the accommodation.
- **Correspondence Address:** Calle Pablo Picasso 5, Blq6, Planta 3, Puerta 16, 03189 Dehesa de Campoamor, Alicante, Spain.
- **Opening Hours:** Monday to Sunday, 10:00 – 20:00 (except Spanish public holidays).

3. Applicable Law and Disputes

3.1 All agreements between tenant, owner, and BOHO HOUSES are governed by Spanish law.

3.2 Disputes shall be submitted exclusively to the competent courts in Torrevieja (Alicante, Spain).

4. Bookings and Reservations

4.1 Bookings can be made by phone or online and are binding for both parties.

4.2 The rental agreement is intended exclusively for tourist use; commercial use is not permitted.

4.3 Options may include a maximum of 2 accommodations, valid for 3 days.

4.4 Options cannot be extended and are not available within 8 weeks prior to arrival.

4.5 To confirm an option, a deposit must be paid within 3 days via the provided payment link.

5. Prices and Payments

5.1 Rates are stated per day and may change without prior notice.

5.2 Price reductions after booking do not entitle the tenant to any refund.

5.3 Any additional costs (e.g., service fees, cleaning fees, tourist tax) are clearly indicated and mandatory.

5.4 Payments can be made via iDEAL, Bancontact, KBC, Belfius, Apple Pay, Trustly, Creditcard or bank transfer.

5.5 Payment schedule:

- **Within 5 working days after booking: 30% of the rental amount, minimum € 300 + additional costs.**
- **56 days before arrival: 100% of the rental amount.**

5.6 If payment is not made in time, BOHO HOUSES reserves the right to cancel the booking without refund after 3 reminders.

5.7 Last-minute bookings (within 56 days before arrival) must be paid in full immediately.

6. Changes and Cancellations by Tenant

6.1 Changes are free of charge within 3 days after booking; thereafter, subject to availability and may incur costs.

6.2 Cancellations must be communicated both by phone and in writing, including the booking number.

6.3 Cancellation fees based on the total rental amount:

Cancellation Period Before Arrival Cancellation Fee (%)

More than 90 days | 25%

Within 60 days | 50%

Within 30 days | 75%

Within 15 days | 90%

Within 1 day | 100%

No-show / cancellation during stay | 100%

6.4 Service fees are non-refundable.

6.5 The security deposit will be refunded upon cancellation from the day before arrival, within 2 weeks.

6.6 Early departure does not entitle the tenant to any refund.

7. Cancellations by Owner

7.1 In cases of force majeure, the owner may cancel the booking.

7.2 BOHO HOUSES will endeavor to offer an equivalent or better accommodation.

7.3 If the tenant refuses, they will receive a full refund of all amounts paid without further compensation.

8. Security Deposit

8.1 A deposit between €300 and €750 is required no later than two weeks before arrival.

8.2 The deposit may be paid with the final installment or no later than two weeks before the start of the holiday.

8.3 The deposit will be refunded within 14 days after departure, minus any damages or banking fees.

8.4 The deposit will be refunded using the same method as the original payment.

9. Check-in and Check-out

9.1 Check-in from 15:00; check-out by 10:00 unless otherwise stated.

9.2 Late arrival after 19:00 and late check-out may result in additional charges.

9.3 Late check-out may be charged as an extra day's rent.

10. Use of the Accommodation

10.1 The tenant must leave the accommodation and inventory in good condition.

10.2 Damage must be reported immediately.

10.3 The house rules form an integral part of the rental agreement and must be strictly observed.

10.4 Excessive water and electricity use may be deducted from the deposit.

10.5 Cleaning fees are mandatory and included.

10.6 Access by staff only in urgent cases and after consultation.

10.7 The maximum number of guests may not exceed the number of beds stated in the booking.

10.8 Children from 2 years count as adults; babies under 2 years count only if a crib has been booked.

10.9 Parties are prohibited; violation leads to immediate termination without refund.

10.10 Pets are only allowed if explicitly stated.

10.11 Smoking & Vaping inside the accommodation is prohibited; violation incurs a €300 damage fee.

10.12 Noise disturbance must be avoided, especially between 22:00 and 08:00.

10.13 BOHO HOUSES is not liable for noise nuisance, construction works, or environmental issues in the vicinity.

11. Liability

11.1 The tenant is fully liable for damage to the accommodation and inventory.

11.2 Damage exceeding the deposit will be recovered via liability insurance.

11.3 BOHO HOUSES reserves the right to deduct damages from the deposit or credit card.

11.4 BOHO HOUSES and the owner are not liable for injury, loss, theft, or damage to tenant's belongings.

11.5 Leaving valuables is at the tenant's own risk.

12. Complaints

12.1 Complaints must be reported to BOHO HOUSES by phone and in writing within 48 hours after arrival

12.2 Complaints from third parties will not be accepted.

12.3 Financial compensation is not provided.

13. Privacy and Cookies

13.1 BOHO HOUSES processes personal data in accordance with Spanish data protection law (Ley Orgánica 15/1999).

13.2 Personal data is used solely for business purposes and may be shared with official authorities.

13.3 Guests have the right to access, correct, or delete their data.

13.4 BOHO HOUSES uses cookies to optimize website functionality and user experience.

13.5 Users can adjust cookie settings or delete cookies via their browser.

14. Other Provisions

14.1 No rights can be derived from information, photos, or descriptions on the website.

14.2 BOHO HOUSES reserves the right to amend these terms; the current version is always available on the website.

Contact Information

BOHO HOUSES

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