

Terms and Conditions

Meeting point at our office in:

Alquileres Villamar, S.L.

Avinguda de la Marina 5

Local 6

E - 03720 Benissa

From the airports of Valencia or Alicante take

AP7 – Exit 63 Benissa – after the toll turn right towards route N 332 in direction to Benissa ; Pass the first roundabout straight on. At the second roundabout, take the 3rd. Exit (there is no sign) – you are now on route CV 745 towards the coast (Costa Benissa) ; Follow this road CV 745 up to the street "Avinguda de la Marina". Here turn left towards Moraira. After approximately 1,9 km you will find our office on the right site.

Our coordinates : **38.677488358, 0.106461998**

Key delivery:

Arrival: 16:00 p.m. – 19:00 p.m.

Departures: until 10:00 a.m.

Previous departures and later arrivals are of course possible after coordination.

If a delay is unavoidable, the guest is obliged to advise us under (0034) 671 08 06 73.

Arrivals between 20:00 pm and 22:00 pm as well as Sunday arrivals will be charged with Euro 50,-. If the customer arrives after 22:00 pm we do not accompany you to the house.

Customers can go by themselves (with previous organization). In this case, all formalities will be done the next working day until 12:00 p.m. in our office.

Refundable Security Deposit:

Upon collection of the keys a deposit of Euro 400,- is payable in cash (Euro) or by credit card.

Please pay attention to the fact that this amount may vary depending on which company is the keyholder of your holiday home. A different amount in this case, is indicated in the payment conditions of this contract. Alquileres Villamar, S.L. has the right to charge a higher amount of deposit in exceptional cases (young groups). We do not accept checks. This amount is considered as a guarantee against accidental damage to the property or its content. The deposit will be paid back after having checked the estate and its conditions. .

Attention: We do not accept groups of more than 4 persons younger than 26 years!!

Reservations:

Reservation is confirmed upon receipt of the first payment of 30% of the final price. As soon as payment has been registered, you will receive an automatic confirmation. The final amount has to be paid 60 days before your arrival.

Cancellation:

In case of cancellation, the following amounts are due:

From the date of reservation until 60 days before arrival	- 30 % of the total rental price
from 59 to 30 days before arrival	- 50 % of the total rental price
from 29 to 14 days before arrival	- 75 % of the total rental price
13 days or less before arrival	- 100 % of the total rental price

We guarantee a 100% refund of your payment less reservation fee if

- in the moment of travelling, an entrance to Spain is forbidden by the Spanish Government
- in the moment of travelling your Government forbids to leave your country

Loss of reservation:

If you do not arrive within 48 hours after the beginning of the rental period, or do not inform us of a later arrival, the reservation will be considered as cancelled. In this case 100% of the rental amount will be charged. The booking remains valid if the customer arrives later but has informed in time.

Alternative accommodation:

It is unlikely that your accommodation will be changed. However, sometimes unforeseeable circumstances or Force Majeure are unavoidable and you may not be able to occupy your required accommodation. In these, very rare cases, Alquileres Villamar, S.L. pays the whole received amount back to the customer. The contract will be cancelled without any obligation for any part.

Complaints:

If there are any complaints regarding your accommodation, these have to be informed to us within 48 hours of your arrival, to give us the opportunity to resolve this immediately. Claims regarding cleaning have to be advised immediately. Alquileres Villamar, S.L. will contact the cleaning company immediately in order to amend this.

It is not allowed to:

- change or move the furniture in the accommodation or carry out any construction work or repairs. The villa has to be left in the same conditions as found.
- exceed the maximum occupancy of the accommodation without prior authorization of Alquileres Villamar, S.L. In this case please observe the extra charges
- bring animals without prior authorization by Alquileres Villamar, S.L. Animals are not allowed in many of the villas.
- take explosives, flammable or other similar materials that may cause any damage to the villa and/or any inconvenience to the surrounding area of the accommodation. Do anything which causes danger, distress, annoyance or damage to third parties in the vicinity
- use the accommodation for any other use as agreed upon in the rental contract.
- parties are not allowed
- It is not allowed to smoke in all our holiday homes

If any of these obligations are not fulfilled, Alquileres Villamar S.L. reserves the right to cancel the contract immediately without any return of payment. In this case, the tenant has to leave the property immediately.

Liability:

Alquileres Villamar S.L. and/or the owner of the property will not be liable for any loss, theft, damage or uninsured accidents which might occur to the guests or their belongings. Furthermore, Alquileres Villamar, S.L. or the owner cannot be held responsible for any problems with the supply of water, electricity or gas or any construction work taking place near the accommodation which is beyond our control or affected by force majeure. Alquileres Villamar S.L. also shall be not liable for any difference in furniture from the photographs published.

Prolongation of stay

In case the tenant or one of the accompanying persons who have concluded the rental contract must stay in the house longer than the originally agreed rental period due to an infectious disease or another circumstance that makes a departure impossible or is not recommended, the tenant has to pay the full time of the additional stay at the rental price of the house, plus an increase of 10% as an additional fee, which is necessary for the re-accommodation of the following guest. The additional amount must be paid no later than the last day of the original stay.

Taking over of the accommodation and departure

After expiration of the contracted time period you must leave the accommodation. Otherwise, triple the amount of the daily rental will be payable for each additional day. In addition, Alquileres Villamar S.L. may take legal actions.

Disputes:

Any dispute will come under Spanish jurisdiction and will commence in the court of Denia (Alicante).

With the first payment of reservation you are accepting our conditions.