

GENERAL TERMS AND CONDITIONS and HOUSEHOLD REGULATIONS

Casa Calida uses the following General Terms and Conditions.
These are in effect from the moment of reservation until the end of your stay at Casa Calida.

1. General:

- Owner rents to tenant: the holiday home equipped for 4 people on the ground floor with terrace on the hacienda Riquelme golf resort in Sucina Murcia.
- After receiving your reservation request, Casa Calida will send a confirmation (if space is available) and the reservation is final after signing and returning the rental agreement.
- You must pay 50% of the full amount including the deposit within 48 hours after sending the signed rental agreement. In any case, the full amount must be credited to our account 30 days before the day of arrival.
- The rental period starts after 3 p.m. on check in and ends on check out at 11 a.m., unless otherwise agreed with the manager.
- The landlord is not liable for damage, loss or theft of property of tenant and guests. In case of disputes, all (legal) costs are for the account of the tenant.
- The tenant and guests use the house as a recreational object for a maximum of 4 people. The general terms and conditions and the resort's internal regulations form an integral part of these terms and conditions.
- Pool bands are used during the summer months for use of the 19 pools on the resort and a maximum of 6 bands are available per apartment.
- The tenant and guests will use the rented property with due care. The tenant and guests are not permitted to make changes to the rented object without prior permission from the landlord.
- Landlord has appointed **Nicola Headley** as manager / key holder.
- The tenant contacts the manager to enable her to place the keys in the key safe for the apartment in time and for a car registration for the entrance gate of the resort. The manager (Nic) will explain these things to you.
Note: Alicante airport is approximately 65 minutes from hacienda Riquelme resort – Murcia airport approximately 23 minutes.

- The tenant also makes an appointment with the manager if there is a need for one Meet & Greet 25 € (you will be met by the manager at the main entrance and accompanied to the apartment and shown how everything functions and works in the apartment).
- a welcome pack 30 € (normally includes: tea, coffee, biscuits, milk, sugar, a bottle of water, a bottle of beer, a bottle of wine, bread, butter or margarine, a bag of crisps). Details other than the standard welcome package can also be requested if you would like these in the apartment upon arrival, these costs can be discussed with the manager.

2. Your stay:

- Pets are possible in consultation. allowed with additional costs.
- Smoking is not allowed inside.
- Tenant and his guests must respect property, nature and environment.
- Tenant and his guests are requested to turn off air conditioning when not in the apartment.
- The tenant and his guests guarantee that they will not cause any hindrance or nuisance in or near the rented object. The tenant and his guests adhere to the regulations for the “public space” of Hacienda Riquelme Resort.

3. Additional costs / deposit:

- **The final cleaning** (75 €) and washing of bed linen, bath towels and towels (25 €) are NOT included in the rental price and please leave these on the table in cash when you leave the house. These costs are **100 € in total**.
- A deposit of 250 € will be charged.
- Pets extra costs 25 € per stay. For longterm rental is 25 € per month.
- The tenant may make an appointment with the manager if there is a need for a Meet & Greet. (these cost 25 €) or a welcome pack (these cost 30 €).
- If the house keys (25 €) or garage transmitter (50 €) are lost, the costs are for the tenant and must be reported to the manager. this will then be deducted from the deposit.
- In case of loss of a swimming pool bracelet, the costs for the tenant are 20 € per bracelet, which will be deducted from the deposit.
- Note: for short stay rental the stated rental rates include energy costs, unless more than 90 kWh per week (7 days is +/- 13 Kwh/per day) of electricity and gas is consumed; these additional consumption costs are deducted from the deposit at € 1 per Kwh.
- Upon arrival and departure, a photo of the electricity stand is taken by the manager.

4. Payments and Deposit:

- You must pay 100% accommodation costs 30 days before arrival. It is not possible to pay this at the end of the stay.
- We require a deposit of 50% of the total amount to be paid upon reservation.
- rental deposit (250 €) must be paid together with the rent and this will be refunded if everything is left in good condition.
- The rental rates can be found on our website.
- Payments must be made by transfer to account number of the landlord with reference NAME and RENTAL DATA.
- Damage and loss of movable and immovable property from the landlord must be reported immediately by the tenant and reimbursed to the landlord. If necessary, the landlord can withhold the deposit paid.
- After the end of the rental period, the final cleaning will be carried out by the manager within 72 hours at the latest. This also includes checking for damage and missing items.

5. In case of cancellation and no show (don't come without cancellation):

- In the unlikely event that you are unable to fulfil the rental agreement entered into, you must report this to us as soon as possible so that we can still offer the released date to third parties. In case of cancellation and no show, the contracting party pays compensation to the landlord. This fee consists of:
 1. The cancellation is free of charge up to 30 days before the commencement date. unless a booking has been made for a long period of more than 30 days. For bookings longer than 1 month, free cancellation applies 90 days before the start date..
 2. If canceled up to 15 days before the commencement date, 50% of the amount due as compensation. with booking period longer than a month this is 30 days.
 3. If canceled up to 5 days before the commencement date, 75% of the amount due as compensation.
 4. In case of cancellation within 5 days before the start date and no show 100% of the amount due.
- The rental amount remaining at points 1, 2, 3 will be refunded to your specified account number within 14 days.