

Altafulla Apartaments, S.L., CIF. B-65973521. Carrer Mestral núm.9, 43893 Altafulla
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Making any reservation implies acceptance of these general conditions.

TERMS OF BOOKING AND RENT

- At the time of booking, 30% of the rent shall be paid as a deposit. This payment must be made by bank transfer within 7 days after receiving confirmation from us by email, fax or post.
- The rest of the outstanding rent must be paid by bank transfer within the 7 days prior to your arrival by bank transfer. We do not accept cash or credit cards.
- Arrivals to and departures from the apartments are on Saturday. Please contact us for other arrival days. Minimum rental period is 7 days.
- **Final cleaning is included in the price.**

ARRIVALS (CHECK-IN)

- On your arrival day, the apartment will be available **between 5.00 pm and 8.00 pm**. Please contact for earlier check-in.
- Upon arrival you must provide the passports or identity cards of all the occupants of the accommodation. The tourist tax must be paid in cash at the arrival.
- Arrivals between 9.00 pm and 12.00 midnight will be subject to a €50 charge. Arrivals after 12.00 midnight are not allowed, NO EXCEPTIONS.
- The booking is considered cancelled after 48 hours without prior notice from the customer.

DEPARTURES (CHECK-OUT)

- **The apartment must be vacated by 9.00 am on the last day of your booking.**
- **The apartment must be left in the same conditions of cleanliness as it was on the day of your arrival.**

STAY

- During your stay, we can be contacted at the phone number indicated in your confirmation email. Do not hesitate to call us if you have any questions or anything unexpected occurs.
- **Air conditioning, wi-fi, swimming pools, garden areas and car parks, etc., are understood as courtesy services; in the event of a breakdown, supply failure, closure, or repair, all of which are outside the scope of the agency Altafulla Apartaments the customer accepts and declines all responsibility to the agency for compensation for non-use and enjoyment.**

NUMBER OF GUESTS

- The number of guests contained in your booking must be the same as those which actually occupy the apartment. If you wish to expand the number of guests, the customer must notify us in advance, and under no circumstances may the number of guests exceed the maximum capacity of the accommodation.

CONDUCT AND RESPONSIBILITY

- The conduct of all guests is the responsibility of the person who signs the rental agreement. Please note that you will be staying at an apartment that is located in a block of flats with other residents; therefore, it is essential to adhere to minimum standards of conduct.
- **During the stay, the customer is responsible for the condition of the apartment. The apartment owner may require reimbursement for objects and/or damage in the apartment. The loss of keys, forgotten keys inside, broken keys in the locks, changes of cylinders and / or locksmith are at the customer's expense.**
- Altafulla Apartaments, S.L. may not be held liable for objects or items belonging to the customer and his/her guests which are left inside the apartment.

YOU ARE NOT ALLOWED TO

- Bring pets into our apartments.
- Insert, exchange, take or remove furniture or items from the apartment.
- Perform activities or conduct contrary to hygiene or that threaten public order.
- Use devices that alter the expected consumption of supplies, including electric vehicles.
- Leaving your own belongings in passageways or common areas
- Use the accommodation for anything other than accommodation. Sublet the accommodation to third parties.

CANCELLATIONS

- If the booking is cancelled, we will keep 30% of the total rent as compensation.
- **In case of cancellation due to alarm and / or pandemic due to COVID-19, you can request a refund or bonus of the amount paid. In the event of a refund, the agency will deduct concept of booking expenses 60 € + VAT.**
- No amount will be refunded if you leave before the scheduled departure date.
- All cancellations must be notified in writing.
- If you change the dates and/or apartment, it will be considered a new booking and will be subject to the above-mentioned terms of cancellation.
- We recommend that customers arrange trip cancellation insurance.

AMENITIES

- All the apartments have kitchen utensils and cookware.
- **The apartments DO NOT HAVE BEDDING, TOWELS OR TABLE LINENS.**
- The costs of water, electricity and gas are included in the rental price.

TOURIST TAX

- **TAX ON STAYS IN HOLIDAY ESTABLISHMENTS: Rate per person per day, up to 7 days: 1€. Law 05/2017, 28 March. Only guests over 16 years old.**

The contracting parties agree to this agreement and undertake to comply with it in full. For any dispute and enforcement of this agreement, both parties submit to the jurisdiction of the Courts of Tarragona, waiving their own jurisdiction and residence, if different, and indicate as their residence those stated in this agreement. And in witness whereof, the parties sign this document in two counterparts constituting one and the same instrument at the place and date specified in the header.