

## BOOKINGS & ARRIVALS



**PLEASE MAKE SURE YOU READ, UNDERSTAND AND ACCEPT ALL THE POINTS INDICATED IN THIS DOCUMENT AS IT IS WHAT YOU ARE AGREEING TO WHEN BOOKING AND WILL SIGN WITH THE CONTRACT. IF YOU HAVE ANY DOUBTS JUST LET US KNOW.**

### BOOKING CONDITIONS:

- People under 18 years old must be accompanied by their parents or legal tutors.
- To confirm your booking, a Booking Deposit of 25% is needed. It can be done via Paypal or by bank transfer. Once you confirm your booking we will give you all details.
- The rest of the amount shall be paid in cash at arrival.
- A Security Deposit of 300,00 EUR is required at the moment of Check-in. This can be paid in cash or by leaving your credit card details. This amount will be returned at the end of the stay after confirming that all rules have been followed and the apartment is returned in good conditions.
- **FOR GROUPS OF FRIENDS UNDER 31 YEARS OLD, THE SECURITY DEPOSIT (the one that is paid at arrival) WILL BE OF 600,00 EUR AND CAN ONLY BE PAID IN CASH.**
- Pets are not allowed.
- Cancellations: For cancellations up to 15 days before date of arrival, the deposit will be refunded (minus transfer fees). For no-shows or cancellations 14 days or less before arrival, the deposit will not be returned.

### Inform about arrival time:

- Once the booking is confirmed, it is essential to communicate the arrival time. At the agreed time, a representative will be waiting at the apartment to proceed with the check-in.
- Check-in starts at 16:00.
- **Early check-in** may be arranged as long as it is possible and doesn't interfere with the previous guest. It has an extra cost of 15,00 EUR.
- **Arrivals between 21:00 and 23:00 have a surcharge of 30,00 EUR.** For arrivals after this time, please consult with us.
- If you think you will be delayed from the agreed arrival time, please inform us with enough time to organize ourselves. Failure to do so will result in a surcharge of 30,00 EUR. In that case, the representative will wait for a maximum of 1 hour. You will need to call to arrange a new meeting time.

### Check-in:

- Our staff will meet you for the check-in, to show you the apartment and how everything works. Together you will revise that everything is in good conditions and will fill in the check-in form.
- If you find any deficiencies please report them at that time. We will not accept any complaints about the apartment after that, unless something needs repairing, of course.
- Please remember to arrange a time with the representative for check-out on departure day. The Latest is 10:30, if you need a Late Check-out please consult with us, it has an extra charge of 15,00 EUR and we will do our best to organize it.

- The representative will make a copy of your ID or passport and together you will sign the contract.
- You will be given a set of keys. Please look after them with care and make sure you don't lock yourself out. Lost keys or locking yourselves out will be charged with 30,00 EUR plus the cost of the keys if lost.

#### **STANDARDS OF BEHAVIOR:**

- Do not put anything metallic inside the microwave
- The boiler is ONLY for water. Any other type of liquid will break it.
- Please do not move the furniture.
- The provided towels are only to use for personal hygiene. It is not allowed to take them out of the apartment to the beach, etc. 20,00 EUR will be charged for each towel returned in shabby state.
- Please switch ALL lights off and the Air Conditioning when you leave the apartment, it is an unnecessary waste of energy.
- Also please remember your apartment (floor and door) to avoid disturbing other neighbors by buzzing on the wrong apartment.
- **It is forbidden to smoke inside the apartments. Use the balcony and do not through the cigarettes over the balcony.**
- **Please respect all the people living in the building and do not disturb the neighbors.**
- **It is by city law strictly forbidden to make noise after 21:00. Because of the recent raise of problems with touristic apartments, there is 0 tolerance with this.**
- **Parties are not allowed.**
- **In the case of non-compliance with these easy standards of behavior (especially the last 4 points) we reserve the right to ask you to abandon the apartment immediately without the right to any refund AND THE SECURITY DEPOSIT WILL NOT BE RETURNED EITHER.**

#### **Enjoy your stay in Barcelona!**

- We hope you have a pleasant stay in our lovely city.
- If you need any extra services, please contact us with enough time to organize it.
- We are also at your disposal for any help you may need. You can find us by e-mail or phone.
- Please be careful with pickpockets!!! Although Barcelona is a safe city, in the recent years there has been a rise of this sort of theft. You can easily avoid it by just being careful with your handbags and backpacks: have them in front of you anywhere crowded such as the Ramblas or the underground, never leave them hanging on the back of the chair if you are in a busy bar, don't leave your phone on the table in a restaurant, etc.

#### **Check Out:**

- At the agreed time of check-out, a representative will meet you at the apartment.
- The apartment must be left in a proper state of cleanliness. The trash must have been taken out the night before and the dishes must be clean. Not doing so will be charged with 15,00 EUR per bag.
- We are not responsible for any goods or money forgotten in the apartments.
- Check-out time is 10:30 am at the latest. If you need to check out early please let us know to organize it.
- Late check-out may be arranged as long as it is possible and doesn't interfere with the previous guest. It has an extra cost of 15,00 EUR.