

---

## **TERMS & CONDITIONS**

When booking with Viviendas Jardín Viviendas en Alquiler S.L. you agree to the following terms & conditions.

### **1. PRICE**

The prices published in our website are for the current year and are different depending on the season and the duration of the stay. In some cases there might be a minimum days of stay for certain type of rentals, thus will be promptly indicated on the web page when you post the booking request.

All prices include water, electricity and gas expenses (when available), bed linen, kitchen equipment, 2 sets of towels (except in Catalonia) and the use of the swimming pool and garden of the building (when available). All other extras described under paragraph 9 are not included in the price.

### **2. HOW TO MAKE A RESERVATION AND PAY FOR IT**

You can make a reservation in either of the following ways:

- By telephone, fax, e-mail or using the on-line booking system of our website [www.viviendasjardinsol.com](http://www.viviendasjardinsol.com),
- through one of our agents or in one of our sales offices.

To make a reservation you must provide us with:

- Your personal data (name, Identity Card number or Passport Number, address, telephone, account number, fax or e-mail),
- the type of apartment chosen and dates of the stay
- total number of people staying at our place

All payments can be made to the following account number:

Bank: CAM

Address: C/ Albocacer, nº 2 46020 Valencia

IBAN: ES39-2090-2841-93-0040113544

SWIFT: CAAMES2A

Beneficiary: VIVIENDAS JARDIN VIVIENDAS EN ALQUILER, S.L.

All payments of rentals from **Teguisse Greens – Lanzarote** must be made to the following account:

Bank: BANCO SABADELL - SOLBANK

Address: Avda del Mar S/N, Playa Bastián, 35508 COSTA TEGUISE

IBAN: ES75-0081-0539-66-0001129017

SWIFT: BSABESBBXXX

Beneficiary: ALGOL RENT, S.L.

All payments must be notified to us or the agent by fax or e-mail with the following information:

- Name of the responsible of the booking
- Booking reference provided by us
- Photocopy of the document of payment (bank transfer order)
- Account number of the client (to return the deposit when there is one)

The terms of payment form will be:

1<sup>st</sup> payment: 30% to confirm the booking

2<sup>nd</sup> payment: 70% 4 weeks (28 days) before the check-in

At the arrival, a deposit can be required and will be paid at the moment.

When a booking is made with less than 28 days (4 weeks) before the beginning of the stay, a payment of 100% of the total price will be required to confirm the booking.

It is understood that the booking is confirmed when the amount due to be paid is in hands of Viviendas Jardín Viviendas en Alquiler, S.L. from that moment on, the cancellation policy will start.

### **3. CANCELLATION POLICY**

All cancellations will be made by fax (00 34 96.351.81.71), explaining the cause of cancellation and signing the document. Depending on the date of reception of the fax, the following expenses will be charged:

30% of the total amount, 28 days or more before the check in date

60% of the total amount, between 8 and 28 days before the check in date

100% of the total amount, 7 days or less before the check in.

If a deposit has been paid, it will be returned.

If the customer takes the decision to leave the apartment out of any reason or circumstance, Viviendas Jardín Viviendas en Alquiler will not return any money for this reason.

### **4. CHANGES AND CANCELLATIONS BY VIVIENDAS JARDÍN**

Viviendas Jardín Viviendas en Alquiler S.L. reserves the right to change the property reserved by a different one with similar characteristics. If Viviendas Jardín Viviendas en Alquiler S.L. is forced to cancel a reservation for reasons beyond its control, it will return the total amount paid.

### **5. RESPONSABILITY**

The responsible of the booking, the rest of the members of the group and their guests of the apartment are equally responsible for the damages that may be caused to the apartment.

The number of people admitted inside the apartment cannot be exceeded. If the number of people allowed needs to be exceeded, the responsible of the booking will have to ask for permission for it in a written form before on the booking request. Viviendas Jardín Viviendas en Alquiler S.L. could deny the booking with the number of people exceeded or charge an extra cost for it.

### **6. CHECK IN AND CHECK OUT**

Check in at **Porto Marina – Roses, Mirador al Mar – Denia, Aldea Golf – Panorámica and Almenara Playa Habitat**

In high season (July and August), check-in and out must be on Saturdays. Check-out time will be on Saturday morning before 11:00 a.m. Check in time will be on Saturday afternoon/evening from 16:00 until 20:00 at the reception office of the building. In case that a late check-in is required, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

In low season, check-in and out will be made on the reception hours (from Tuesday to Saturday, 10:00 am to 2:00 pm and 5:00 pm to 8:00 pm). In case of a late arrival, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

Check in at **Calamora – Moraira**

In high season (July and August), check-in and out must be on Saturdays. Check-out time will be on Saturday morning before 11:00 a.m. Check in time will be on Saturday afternoon/evening from 17:00 until 20:00 at the reception office of the building. In case that a late check-in is required, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

In low season, check-in and out will be made on the reception hours (from Tuesday to Saturday, 10:00 am to 2:00 pm and 5:00 pm to 8:00 pm). In case of a late arrival, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service

### Check in at **Plaza Mayor - Calpe**

In high season (July and August), check-in and out must be on Saturdays. Check-out time will be on Saturday morning before 11:00 a.m. Check in time will be on Saturday afternoon/evening from 17:00 until 20:00 at the reception office of the building. In case that a late check-in is required, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

In low season, check-in and out will be made on the reception hours (from Tuesday to Saturday, 10:00 am to 2:00 pm and 5:00 pm to 8:00 pm, Sundays closed). In case of a late arrival, Viviendas Jardín Viviendas en Alquiler S.L. must be notified before in order to make an appointment, and an extra cost may be charged for the late service

### Check in at **Teguisse Greens - Lanzarote**

Reception hours to collect the keys are Monday to Friday from 8:30 to 13:30 and from 16:00 to 19:00. In case of arrival during weekends or after hours, our staff needs to be told in advance to make an appointment. Contact telephone numbers are (00 34) 928.82.41.40 or +34 618.52.40.20.

### Check in at **Port Saplaya - Alboraya**

In high season (July and August), check-in and out must be on Saturdays. Check-out time will be on Saturday morning before 10:00 a.m. Keys can be collected at the reception from 17.00 to 19.00. In case that a late check-in is required, we must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

In low season, check-in and out will be made on the reception hours (from Monday to Friday, 9:30 am to 3:30 pm and 5:00 pm to 7:00 pm and Saturdays 9:30 am to 3:30 pm and 5:00 pm to 8:00 pm). In case of a late arrival, we must be notified before in order to make an appointment, and an extra cost may be charged for the late service.

In all destinations, if the customer does not show 48 hours after the expected check-in time, Viviendas Jardín will cancel the reservation and no refund will be made.

## 7. DEPOSIT

A deposit can be required to occupy the apartment. The deposit will be paid by the customer at the check-in.

In **Port Saplaya - Alboraya** the deposit will be 100 €.

In **Teguisse Greens - Lanzarote** the deposit will be 300 €.

This deposit will serve as a guarantee of the well keeping and maintenance of the apartment and its contents.

The customer will have 48 hours to notify of any damage or loss of the property and our maintenance team will take care of it. Nevertheless, during the stay of the customer, our maintenance team may visit the property to repair or observe any damages or problems that the customer might find.

## 8. CONDITIONS

**Maximum capacity:** The maximum number of people for the apartment will be respected. If it is not the case, Viviendas Jardín Viviendas en Alquiler S.L. may cancel the contract immediately.

**Pets are not allowed.**

**Garbage.** All garbage will be disposed daily by the customers in the street containers dedicated to that purpose.

## 9. EXTRA SERVICES (available on request)

**Porto Marina - Roses, Calmora - Moraira, Plaza Mayor - Calpe, Teguisse Greens - Lanzarote, Aldea Golf - Panorámica and Almenara - Playa Habitat**

- Crib 25 € per week
- Extra bed linen. 10 € per week
- Extra towel set. 6 € per week (not available in **Porto Marina - Roses**)
- Parking. 60 € per week (not available in **Teguisse Greens - Lanzarote**)

**Satellite TV.** Included if available. This does not mean that all channels will be available.

**Port Saplaya – Alboraya:**

- Parking. 35 € per week.
- Clearing (prices under request)
- Breakfast/lunch/dinner (prices under request)
- Access to a multi purpose room with wifi (prices under request)

**Silence hours.** The local rules do not allow making loud noise after 00.00 (22.00 in Catalanian).

Viviendas Jardín Viviendas en Alquiler S.L. reserves the right to change these terms and condition without notice.

**9. LEGAL COURT**

This contract is subject to the Spanish law and the legal court of Valencia, except for **Teguise Greens – Lanzarote** that will be handled at the legal court of Lanzarote.

**Additional information about Port Saplaya – Alboraya**

Viviendas Jardín Viviendas en Alquiler S.L. is the company that takes the bookings for the apartments at these places. The rental contract will be between the customer and the owner of the properties. The owner of the properties is the only responsible for the services and products rented and will solve any matter concerning those.