

RENTAL CONDITIONS

CONFIRMATION AND PAYMENT

On acceptance of the reservation, **a deposit of 30% of the total cost** must be made **within 48 hours** in order for the reservation to be confirmed. If we do not receive this deposit within the specified time, the reservation will automatically be cancelled without prior warning. **In case of cancelation, the deposit will be not returned under any circumstances. In addition, we will need a valid credit card number for the reservation to be secured.**

The rest of the rental balance (70%) must be made at least one week in advance, unless you pay in cash, you can make the payment directly at our offices before or on the same day you collect the keys. In the case of a national or international transfer, we remind you that it must be done a few days before your arrival to guarantee the receipt of the required amount before the start of your stay. In no case will the keys of the reserved property be returned if the total payment of the reservation has not been made.

Once the reservation it is confirmed the client will have to communicate within a maximum of 48 hours, the details of all the people (including children) who will be renting the property. This information can be provided by checking in on-line or by e-mail at agency@corredormato.com.

SERVICES INCLUDED

All properties are rented with sheets and towels provided. For houses that are rented for a period of more than seven days a change of sheets and towels is included in the rental price.

If any additional sheets or towels are requested, Corredor Mató will make an additional as detailed below:

- Set of sheets: 8 euros per person + 21% VAT
- Set of towels: 4 euros per person + 21% VAT

The rental price includes the cost of all utilities such as water, gas and electricity. If an additional gas bottle is required, please ask at one of the offices of Corredor Mató during office hours.

CANCELLATIONS

The 30% of deposit of a reservation will be never refunded in case of cancellation.

If a reservation is cancelled between 45 and 30 days before the date of arrival, the tenant is liable for 50% of the total cost of the reservation.

If a reservation is cancelled less than 30 days before the date of arrival, the tenant is liable for 100% of the total cost of the reservation.

Cancellations can be made by email at agencia@corredormato.com.

COVID-19 CANCELLATIONS POLICY

Corredor Mató will offer a voucher with a duration of 12 months, for the amount paid, to be used in any of our properties, in the following two cases.

- Residents in Spain.

National Lockdown. Officially decreed by the government.

- That one of the members of the reservation, previously entered in the online check-in documentation, tests positive for Covid-19, an official document verifying the test must be presented to qualify.

- **Non-residents in Spain.**

- Closure of the Spanish Border or the Country of origin, officially decreed by the government. Recommendations not to travel, flight cancellations, return quarantines, etc. are not accepted.

- That one of the members of the reservation, previously entered in the online check-in documentation, tests positive for Covid-19, an official document verifying the test must be presented to qualify

In no other case we will accept a cancelation without applying the penalties indicated in the previous point.

GUARANTEE

On the day of arrival, the tenant must provide Corredor Mató **with a valid credit card number** against which any possible damages incurred during the rental of the property may be charged.

TOURIST TAX

The tenants will need to pay a tourist tax of 1,00 € per person, per night for a maximum stay of seven nights. Minors up to the age of 16 will not be charged.

ARRIVALS

On arrival day the tenant will be able to **check in from 16.00 hours**. If the tenant is unable to arrive at the offices before 18.00, he must provide a credit card number for confirming the booking and also for the access to pick up the keys, in case the offices were closed. Failure to notify our offices will result in the tenant losing all rights to claim any form of compensation. Should a tenant need to curtail their stay in the property for any reason, they will not be entitled to claim compensation.

It will be necessary that you provide to Corredor Mató the passports of all the people older 14 years and a valid credit card against which warranty.

DEPARTURES

All properties **MUST be vacated before 10.00 on the day of departure.**

REGULATIONS

Sub-letting is strictly forbidden.

Domestic animals will only be permitted with **prior permission from Corredor Mató.**

If a tenant has not informed Corredor Mató that they have an animal with them, the tenant will be liable for any possible damage to the property and any such costs will be charged directly to the credit card left as security in the offices of Corredor Mató.

The tenant agrees in signing the contract that the property will be left in the same condition as it was on arrival. Any imperfection noted on arrival at the property must be immediately communicated to Corredor Mató.

Any tenant seen to be misusing the property in any way, may be asked to vacate the property with no legal right to be re-housed elsewhere, and any costs for damages will be charged directly to the credit card left as security.

All tenants must respect the maximum capacity designated to each property by Corredor Mató. Should any tenant be found to have exceeded the capacity stipulated, the reservation may be cancelled, and the tenants may be asked to vacate the property with no rights to claim alternative housing or financial compensation.

The high music and the celebrations without authorization of Corredor Mató are strictly prohibited. In case of celebrations, high music or neighbor's complaint and / or police call; Corredor Mató will be able to penalize the tenant economically or cancel the reservation and proceed to evacuate the tenants immediately, without them being entitled to compensation or refund.

Tenants are strictly forbidden from tampering with any garden or pool equipment.

With regards to use of swimming pools, we ask that minors are supervised by an adult at all times. The tenant has no right claim against Corredor Mato or the owner of the property in relation to misuse of the pool.

Any discrepancy regarding either the cleaning services, the state /or equipment of the property must be expressed in writing to Corredor Mató within 24 hours of returning the keys to the offices. Any claim made outside of these 24 hours period will not be considered.

In the case of irregularities in the supply of utilities such as water, electricity, gas and telephone which are controlled by private entities, neither Corredor Mató nor the owner of the property assume responsibility.

Corredor Mató and the owner hold no responsibility for any inconvenience/annoyance caused by either building works or any public or private demonstration held in the vicinity of the property.

Neither Corredor Mató or the owner may be held responsible for damages caused by any natural phenomenon.

Should Corredor Mató request to visit the property during the rental period, the tenant is obliged to accept the visit at a time and a date previously agreed by both parties.

In case of dispute regarding compliance with this act / contract, the parties irrevocably submit to the jurisdiction of the courts of La Bisbal d'Empordà. Neither party has the right to initiate judicial proceedings with any other law court regardless of present or future country of residence.