

TERMS & CONDITIONS



CANCELLATION

In case the tenant wants to cancel the reservation, they can e-mail the proprietor. The date the e-mail is received decided what portion of the rental sum is due, as cancellation fee :

42 days in advance : free

29-42 days in advance : 20% of the reservation

7-29 days in advance : 80% of the reservation

6-0 days in advance : 100% of the reservation

Payments and refunds within 8 days.

Tip : take a cancellation insurance after making a reservation.

The owner reserves the right to cancel the rental agreement in case of force majeure. In case the tenant does not respect the deadlines for payments, the owner reserves the right to cancel the booking and is entitled to 20% as compensation.

By reserving the property, the tenant has read and accepted all general conditions and house rules as determined below. All reservations imply a signature.

After the reservation has been requested, we will confirm your reservation period by email and request a pre-payment and deposit. After payment is received, the booking will be confirmed. Payment should be executed within 5 weekdays after reservation, by bank transfer. Payment statement and reservation combined are considered the complete tenant agreement.

KEYS

Two days before arrival, information and instruction for the key hand over will be e-mailed.

GUESTS

During the reservation process the tenant needs to give the duration of the stay, as the amount of guest with all of their identities (including children and babies). The property allows a maximum of 6 guests and is not specially equipped for young children or babies. It is forbidden to stay at the property with more than the previously specified guests, this can lead to an immediate termination of the rental agreement.

DAMAGES

Damages have to be reported to the proprietor. Irreversible damage, repairs or specialised cleaning will be deducted from the deposit. Excessive damage can lead to additional fees

PRIVACY AND SAFETY

There is one camera at the exterior entry gate of the property. The camera is able to record movement on the front terrasse but cannot record any movement of the interior, nor the swimming pool side terrace. The camera is not allowed to be covered or disabled in any kind of way, to protect the property from theft, vandalism and illegal occupation.

LEGALITY

The proprietor is not responsible for accidents in the accommodation or the surrounding terrain. The usage of facilities is at own risk. The proprietor is not responsible in case of burglary or theft. The tenant will close the property and domain when leaving and at night. Any abnormal usage resulting in damages will be considered **vandalism**.

The owner can not be held responsible for any damages caused by the tenant, in our outside the property.

PARTIES ARE STRICTLY FORBIDDEN FORBIDDEN and will result in instant police intervention.

in case of severe disturbance of the neighbourhood or community, tenants will be denied access to the property, the rental agreement will be immediately terminated and the tenant will not be entitled to any refund or compensation.

DEPOSIT

Payment of a deposit is obligated. The deposit amounts to €300. Refund will be executed within 8 days of the end of the rental agreement. Damages will be deducted from the deposit.



PRICE CHARGES AND FEES

The price mentioned at the time of reservation is inclusive of water and wifi. Electricity is included till 85kwh/week, extra €0,50/kwh. The property is equipped with digital smart meters for water and electricity. Excessive usage is not permitted and can lead to extra charges.

The property is equipped with bedlinen, bathlinen, kitchen towels and beach linnen.

Compulsory fee: professional end-clean of €200.

Lost key : €150

excessive or irreversible stains on linnen : €50/item; matrascover and duvetcover are counted separate



- It is forbidden to set timers for the airconditioning.
- The matrassprotector is not allowed to be removed at any time. Usage of bedlinnen (covers and pillowcases) are obligated.
- Use of the bbq is only permitted at the front terasse, not on the terasse by the pool.
- Making fire, burning candles or using any external appliances with increased firerisk are forbidden.
- Smoking is forbidden in the interior and by the pool.
- Pets are not allowed.
- The tenant cares for the property like a reasonable and prudent person. The property shall be vacated in the same condition it was entered. Furniture and appliances are used as their purpose intends.
- The tenant is responsible for their own waste removal.
- The professional end-cleaning is obligated. Cleaning yourself is appreciated but will not substitute for the end-clean.
- The tenant is responsible for any damages or permanent pollution of the property and it's furniture. The proprietor is permitted to ask for compensation.

P O O L & C O M M U N I T Y

- Communal rules apply and are displayed by the swimming pool.
- Swimming pool hours : 9h - 00h.
- Glass is forbidden from the swimming pool area. Plastic cups and bowl are available at the property.
- The property is situated in the calm community. Noise restriction apply from 00h till 09h to respect everyone's rest. Refrain from excessive noise at any time.

COMMUNITY RULES CO-OWNERS 'LA LLANA BEACH IX'

1. The rules of the community must be observed by owners, renters and visitors (hereafter called 'everyone'). These rules may be amended annually at the General Meeting of Co-owners, if necessary.
2. Suggestions, observations and complaints can be directed to the President or Syndic.
3. Everyone should take care of cleanliness in and around La Llana Beach IX. Given the cost of general maintenance, the common area should be treated with the utmost respect in order to avoid damage to the infrastructure, objects or the people using the common area. It is not permitted to use the communal area for any activities other than those decided upon by the General meeting.
4. In the case of breakage or damage due to negligence or improper use of (parts of) the general area the person who is responsible will be held accountable and will need to pay for the damage.
5. Activities that cause noise or can be seen as bothersome to the neighbours are not allowed and co-habitants should always respect the right to peace and quiet. This especially applies to 00.00 until 09.00 hours as these are considered the normal resting hours.
6. It is not allowed to modify the architecture of the building (non-limitative list includes: facades, terraces, balustrades, terrace walls e.g.). Not even temporarily. To maintain uniformity within the complex only beige awnings/toldos are allowed. Also, all exterior walls must remain white and are not allowed to be painted in any other colour.
7. It is not permitted to attach (publicity) signs, satellite dishes or any other articles to the balconies, facades, columns or windows of the apartments without written permission from the community of owners. The only exception to this rule is a 'for sale' sign.
8. The private parking spaces can only be used to park private vehicles. These may not be used for games of any kind.
9. The communal area is only accessible to owners/renters and visitors. A visitor can be defined as a person who is accepted on the premises based on invitation from the owner/renter. This can include overnight stay for a period of time and the owner does not need to be present during this period of time.
10. In case of rentals: the guests should be given a copy of the rules of the community as part of the rental contract. The renter will be required to respect and follow these rules.
11. The entrance doors from the street to the garden and swimming pool must be closed from the outside at all times for security reasons.
12. Parents should watch over their playing children in the garden and swimming pool area and ensure that no bicycles, steps, skateboards are used or ball games are played. Games that can cause nuisance or hindrance to neighbours. Parents are responsible for (their children) complying with the rules.

13. Rubbish must be placed in properly closed and suitable bags, due care taken so that they do not drip. They may not, under any circumstance - even temporarily, be disposed in passageways, stairs, entrances or other community areas. Rubbish bags should be deposited in the public refuse containers located in the surrounding streets.

14. The owners of the top floor apartments should be careful when cleaning their terraces to ensure water does not fall onto the terraces below. Use of the top floor terrace may never lead to hindrance to the owners of the ground floor terraces, for example ash of cigarettes.

15. It is not allowed to store or keep bicycles, furniture or other non-authorized objects in common areas.

16. Washing, beach towels or any other objects may not be hung on glass enclosures of the terraces at any time in order to keep the external appearance of the property.

17. Owners with pets should abide by the following rules and those established by authorities: - Pets must be kept on a leash in the common areas at all times and are not allowed by the swimming pool or on the artificial grass; - Pets should never be allowed to do their business in the community area; - Pets should have their health and vaccination documents; - Owners should avoid their pets making noise, especially during the resting hours as mentioned in article 5.

18. The following rules must be respected when using the pool and artificial grass:

- a. Pool hours are from 09.00 until 00.00 hours. Swimming outside these hours is allowed as long as silence is observed and maintenance is taken into consideration, which also applies to the pool hours.
- b. It is mandatory to rinse off before using the pool, with respect to social and hygienic norms.
- c. Appropriate swimwear is mandatory. Appropriate swimwear includes: bikini, bathing costume, swimming shorts. Other (sports)clothing and bikinis are not accepted.
- d. Reservation of a pool area (spot) by placing a towel or sunbed is not allowed. All personal objects in and around the pool including towels, chairs, air mattresses, garbage etc. should be removed when leaving the pool area.
- e. The Jetstream in the swimming pool must always be turned off immediately after use. When using the Jetstream take other swimmers in the direct vicinity, specifically smaller children, into consideration.
- f. Please do not take any glass to the pool area for health and safety reasons. Please use plastic cups for drinks etc. Food and drink is not allowed in the swimming pool. Use of a barbecue or similar is not allowed in the pool area with the artificial grass.
- g. Children < 12 years must be supervised by an adult at all times in the pool area.
- h. The use of audio devices is not allowed, except when used with headphones.
- i. Smoking in the swimming pool area is not allowed.
- j. It is not allowed to play games or do other activities, like running or making excessive noise as this can disturb or harm other guests. Diving into the pool from the side or from the garden wall is prohibited as the pool is too shallow.
- k. Inflatables may be used in the pool when the situation allows this. The number of guests in the pool needs to be taken into consideration.
- l. The community of owners is not liable for damage or loss of personal belongings.
- m. Please respect others and leave the swimming pool and artificial grass area as you would like to find it.
- n. A board summarising the main rules is in plain sight near the pool area so everyone is aware of the rules and can act accordingly at all times.