

Booking conditions

It is wise to read the small print very carefully. Both parties, you and us, can find the rights and obligations to which we both must adhere. Through your booking with Fincasas.net you confirm to agree with the under mentioned terms.

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1. Reservation contract and payment

1-1. Every reservation contract will be confirmed by Fincasas.net via a reservation contract.

1-2. First payment of 40% of the total costs has to be paid in 7 days. You will receive form Fincasas.net the confirmation of the booking. The following 60% of the total costs should be paid no later than 8 weeks before commencement of the rental period. Then you will receive the voucher and the route description to the office of Fincasa.net in L'Estartit. Here you can collect the keys. By reservation within these 8 weeks the costs will be paid in full.

1-3. Booking at short notice means 5 weeks or sooner before actual rent period, you have to pay by transfer by Internet banking or telephone via bank or express giro. You can also pay cash. Your payment receipt together with the confirmed booking form is your complete rental agreement.

1-4. If payment is late Fincasas.net has the right to annul the reserved holiday home. Payments already made will not be refunded, the cancellation conditions are completely in power. (see point 4).

1-5. The cost for the extra services (final cleaning fee and any costs for bed linen, towels, cot/chair etc.) must be **paid in cash** upon arrival. The total amount of the additional services can be found on the voucher from your holiday apartment.

2. Reservation costs

2-1. € 25,- will be charged per reservation confirmation. For a combination journey (different locations in consequential weeks) Fincasas.net charges only € 25,- once.

3. Tourist Tax

A tourist tax of € 0,90 per person (over 16 years) per day will be payable on arrival.
Maximum of 7 days (€ 6,30)

4. Cancellation by the renter/tenant

4-1. Cancellation needs to be done by phone and by registered post complete with the booking confirmation. Directly after receiving the written cancellation Fincasas.net will send a cancellation confirmation letter.

4-2. Cancellation up to 8 weeks before actual rental period, 40% of the rent sum has to be paid as well as reservation costs.

4-3. Cancellation within 8 weeks but 4 or more weeks before actual rent period 60% of the rent sum has to be paid as well as reservation costs.

4-4. Cancellation within 4 weeks before actual rent period the complete sum has to be paid.

4-5. Payments already made will be calculated and paid conforming to the cancellation regulations and annulment note.

5. Cancellation by Fincasas.net

5-1. If, in any situation Fincasas.net, pushes for cancellation of a booking for a rented holiday home notification will be directly made and where possible an alternative offered. By non-acceptance of the alternative, Fincasas.net will reimburse the renter immediately with payments already made. The renter then gives up any rights other than the reimbursement of paid costs.

5-2. Cancellation by Fincasas.net within 8 days before taking commencement of the rental period gives the renter right to € 150 Euro compensation per reserved holiday home if no alternative is offered or alternative is not accepted.

5-3. Exceptions to point 4-2 are short term reservations, that is reservations made 5 weeks or less before commencement of rent period.

6. Alterations by the renter.

6-1. If you wish to alter reservations already made in any manner whatsoever you must inform Fincasas.net immediately. These alterations will be confirmed in writing by Fincasas.net. These alterations cost € 25,- euro.

6-2. Alterations in rental period and changes in holiday home address are classed as a cancellation.

7. Liability for the renter

7-1. During your stay in the holiday home you will be completely responsible for the rented accommodation, interior and all business involved with the holiday home at all times and shall completely reimburse any damage to property involved with the rented holiday home, caused by you or your party. Also you will be responsible for any other occurring costs. Fincasas.net has the right, at all times, to lay responsibility on the renter/tenant if the damage caused has not been fully repaid or payments adjusted properly. The renter stated in the reservation contract will also pay all extra costs such as bailiffs. 7-2. The holiday home house rules will be followed to the letter and are part of the rent contract.

8. Liability for Fincasas.net

8-1. Fincasas.net cannot be held responsible for any losses, theft, damage or injury of any kind occurring to the renter or parties thereof in connection with the rented accommodation from Fincasas.net.

8-2. Known mistakes or type faults in the holiday home description cannot bind Fincasas.net.

8-3. At homes which indicated that internet is present Fincasas.net cannot accept responsibility for any moderately or temporarily not functioning of the internet.

8-4. It can exceptionally occur that a (private) pool is in maintenance or repair, or that the water needs to be replaced. For any resulting discomfort Fincasas.net can accept no responsibility.

9. Complaints

9-1. Even after all our efforts to give you a trouble free holiday, you may find the need to make an official complaint. This complaint needs to be done, when possible, directly at our office in L'Estartit where we can take immediate action. If it is not possible to make this complaint locally or it is not solved to your satisfaction then it should be done within 4 weeks of the end of the rental contract in writing with all aspects of the complaint to Fincasas.net. No complaints after this date will not be taken into consideration.

9-2. Fincasas.net is, in any case whatsoever, maximal liable for the price of rent charge.

10. Cancellation insurance

10-1. We recommend you to take out a cancellation insurance.

General information

Arrival and departure times

Fincasas.net rents holiday homes per week: from Saturday to Saturday or in some cases from Friday to Friday (see details of object). You can move into your home on the first day between 16:00 and 19:00. On the day of departure you leave the home normally before 10:00, however other times can in some cases

probably be agreed upon with Fincasas.net. If you think you are arriving late please notify Fincasas.net as soon as possible.

Deposit and identification

Upon arrival, your credit card information will be listed for the deposit. After control of the home the guarantee will be elevated. You will receive information about this by email within 7 days of departure.

Should there be anything broken or damaged costs will be deducted from the deposit. The value of deposit is stated in the reservation contract/voucher. You will also have to be able to identify yourself by showing your passport or identification card.

Cleaning

Daily cleaning, this you have to take care of yourself. We ask you to do it properly and leave the house tidy. Also make sure you bring your rubbish to the containers along the roads. Fincasas.net will clean the house after you've left. The cleaning costs you will find in the house description.

Inventory Inventory is checked by Fincasas.net once a year. In all our homes you'll find a complete kitchen fitted with a fridge, cooker (gas) or electric. Your own entrance, normal sanitation, hot and cold running water, electricity and plenty of blankets or duvet's. For specific extra's i.e. coffee maker, dishwasher or washing machine we ask you to look in the home specifications. Should you miss something contact Fincasas.net immediately, preventing a small hindering becoming a big upset.

If in the description of the property is indicated that there are sun beds available, then the number of sunbeds often will be less than the maximum number of persons allowed in the house. The sun beds are normally without mattresses

Internet & TV

Please note that the internet connection is not always so good and stable in Spain if you are used to. It may also be that the internet connection manually or temporarily isn't working. Fincasas.net cannot accept any liability.

If the specifications of the home is indicated that TV is present, then it means that you can receive Spanish channels.

Swimming pools

The (private) swimming pools are generally open from mid-May to the end of September, there may be homes with variable opening times of the swimming pool. It can exceptionally occur that a (private) pool is in maintenance or repair, or that the water needs to be replaced. For any resulting discomfort Fincasas.net cannot accept any responsibility. The swimming pool will be cleaned during your stay by and certified maintenance company.

Linen Linen (towels, sheets and pillowcases) in most cases aren't included in the rent price. It's possible to rent, or you can choose to bring your own. Tea-cloths and towels for the beach or pool are not included and should therefore be brought by the tenants!

Baby bed

It is possible to rent a baby bed or high chair for your child.

Pets

In some houses Pets are allowed (you will find this in the house description) but as rule no more than one. Only after consideration more than one pet may be brought. The extra costs of the pet will be 45€ per stay. **Pets are not allowed in the pool area.**

On-going work

It may happen that there is some work going on in the vicinity of your home, i.e. road repairs or construction work. You'll understand that we can't be held responsible for any hindrance that could occur. After all it's not in our power to stop such work.

Maximum number of persons

The maximum number of people can be found in the home description. This number includes also children (and babies). Accommodating the home with more than the stated number is not allowed and will lead to immediate termination of the rent contract.

