



# reservation and rental conditions

Finca Les Coves  
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## 1. Booking, payment and cancellation

To make a reservation you pay a 30% deposit of the travel sum online with your creditcard. The remainder of the amount will be charged automatically on your creditcard 42 days before check-in. Besides that you pay a security deposit of 100,- euro. This amount will be blocked on your credit card 2 days before arrival, and released 2 days after checkout (if no damage was caused to the accommodation by the tenant).

### In case of cancellation, the following rules apply:

- More than 42 days before the planned day of arrival: 30% of the total rental sum.
- Between 43 and 29 days before the planned day of arrival: 35% of the total rental sum.
- Between 30 and 22 days before the planned day of arrival: 40% of the total rental sum.
- Between 23 and 15 days before the planned day of arrival: 60% of the total rental sum.
- Between 16 and 5 days before the planned day of arrival: 80% of the total rental sum.
- Less than 5 days before planned day of arrival: 100% of the total rental sum.

It is not possible to reclaim down payments. This risk can be covered taking up cancellation insurance.

## 2. Receiving the key, check-in/check-out time

- 2.1 The rented accommodation is available from 3 pm on the day the rental period begins. The accommodation must be vacated by 11 am on the last day of the rental period. (Unless otherwise agreed in consultation).
- 2.2 Keys can be picked up at Finca Les Coves. (the big red house).
- 2.3 On departure, the key can be left inside the accommodation.

## 3. Liability of the tenant

- 3.1 During your stay in the accommodation, you as a tenant are fully liable for the rented holiday home, the establishment and all matters which belong to the rented property. Damage caused by your actions and/or by your fellow travelers, must be fully reimbursed by the tenant.
- 3.2 For any possible additional costs, you as a tenant are also fully liable. In advance, we are entitled to always hold the tenant liable if the damage caused is not, or not properly settled. In this case we will do so by withholding the security deposit. If the accommodation is not left 'broom clean' (according to the instruction document in the accommodation), the owner will charge an additional amount of 50 euro cleaning costs.

## 4. Liability of the owner/lessor

- 4.1 Owner/lessor is not liable or responsible for damage and inconveniences, such as eg. loss, theft, or injury of any kind or form whatsoever and for whatever cause, for the tenant and others who are in or around the rented accommodations or on the estate of Finca Les Coves. If there is such damage or inconvenience, the tenant is obliged to inform the owners immediately so that they can attempt to limit the damage or inconvenience.
- 4.2 In case of accidents, in or around the accommodations the owner/lessor can never be held liable or responsible.
- 4.3 If the owner/lessor can not wholly or partly, or not timely fulfill any obligation due to force majeure (war, strike, restrictive government measures or other extraordinary circumstances, such as natural disasters or water/power failures) the lease can be dissolved by him, without the tenant having any right to claim compensation.

## 5. Complaints

- 5.1 Despite all our efforts, it is possible that you believe you have a justified complaint. This complaint must, as far as possible, be submitted on site. If direct submission is not possible or if the complaint can not be resolved satisfactorily, it must be submitted in writing within two weeks after termination of the rental period, motivated and submitted to us. Complaints submitted later will not be accepted and an alleged right of action will lapse. 5.2 We are, in any case, liable to the maximum amount of rent. By depositing the down payment you automatically agree with these conditions.