



Terms and conditions for guests

Villa Costa Calida. Our goal is to provide our guests with the best possible experience. To do this, we ask guests to read these Terms and Conditions carefully:

1. The Rental Agreement.

Villa Costa Calida is the trade name of the accommodation offered on this website and any partner websites.

2. How to make a reservation?

In order for your booking to be accepted, the group leader must read these terms and conditions. The person signing or 'submitting' the booking form does so on behalf of all members of the group and binds them jointly to these terms and conditions. When you ask us to confirm your booking, we will review the request and confirm the reservation.

3. Method of payment.

Payment can be made by credit card, Ideal, PayPal or bank transfer. If you pay by bank transfer, we will hold your accommodation for 2 business days while you arrange payment. Should you wish to pay in a currency other than EUR, please use our credit card facilities. All card transactions are billed in EUR and converted to your local currency by the card issuer at the prevailing exchange rate. Please note that PayPal fees must be paid by the sender. We accept Visa and MasterCard.

4. Payment Policy

At the time of your booking, you will be asked to pay an initial deposit of 30% of the total rental price of the accommodation, unless otherwise stated on the booking page. When you pay the first installment, you simultaneously confirm that you have read and accepted our terms and conditions. Villa Costa Calida reserves the right to cancel the booking if the first installment of the deposit is not received within 3 business days of making the reservation. The balance is due 30 days before the start of the rental period. Villa Costa Calida reserves the right to cancel the booking if the balance is not made on time.

5. Cancellation

Any request for cancellation or change must be made in writing, by email and will take effect on the day we receive the request.

You are liable to pay the cancellation or modification fees listed below unless otherwise stated on the accommodation booking page.

>90 days prior to arrival = free cancellation

89 - 60 days prior to arrival = 30% of the total price

59 - 30 days prior to arrival = 70% of the total price

Less than 30 days before arrival = 100% the total price.

6. Change Policy

Changes are always subject to availability, maximum occupancy of the accommodation, current prices and the terms and conditions below. Modifications or changes in bookings are defined as any variation in the specific dates or number of guests regarding the booked apartment. In no case can there be a change of ownership.

Change of dates:

Any date changes must be made by email, by sending the new details to info@villacostacalida.nl, and as long as the following requirements are met:

- Extension of the number of days: only as long as the same apartment is available on those dates, and once the difference between the booking amount originally paid online and the new booking amount is covered.
- Changes in the number of guests: except for the person who made the booking
- Increase in the number of guests: as long as the number of guests is within the specified maximum occupancy of 6.

If a coupon code or promotional code is redeemed on the first booking, the code discount will be maintained as long as the change is within the validity date of the promotional code.

7. Insurance Requirements

Vacation and travel insurance, including cancellation coverage, is essential for your own protection and we strongly recommend that you and all members of your party be adequately insured. If you choose to travel without adequate travel insurance, we will not be liable for any losses for which insurance would otherwise have been available.

8. Damage deposit / damage insurance

The damage deposit is 500 euros. The deposit can be transferred via bank (no later than 3 working days before check-in) after which you will receive the access codes for the house. We ask you to report any defects/damages within 24 hours after check-in. The deposit will

be refunded no later than 5 days after check-out. This is to cover accidental damage that may occur in your home during your vacation. If the guest causes damage that exceeds the value of the damage deposit, he/she will be liable to pay the difference once the exact value of the damage has been determined and Villa Costa Calida has notified him/her in writing of the difference.

The guest must ensure that the property is returned in a presentable and tidy condition, including washing dishes, cutlery and utensils, etc.; emptying the refrigerator, freezer and dustbins; cleaning the barbecue; and disposing of garbage/waste. This is mandatory even if the guest has paid for a final cleaning or such cleaning is already included in the rental price. Villa Costa Calida reserves the right to deduct any additional cleaning if the guest does not leave the accommodation in the aforementioned condition.

Een royale vergoeding van water en elektriciteit is inbegrepen in de huurprijs; Er worden echter kosten in rekening gebracht voor misbruik van deze diensten (water aan laten staan/slangen open laten staan en gedurende lange tijd laten lopen, deuren/ramen open laten staan bij gebruik van airconditioning/verwarming, enz.). Water- en elektriciteitsmetingen worden voor en na elk verblijf in elke woning uitgevoerd. Het zwembad kan, tegen een meerprijs, worden verwarmd.

9. Lot Size.

At no time may more than 6 people occupy the property except with prior written permission. We reserve the right to refuse entry if this condition is not observed.

10. Standards

We have carefully furnished and maintained the property and strive to maintain high standards. However, if you experience a problem during your vacation, please inform us immediately. At that time we can try to work with our local partner to rectify it. If you do not, we cannot accept responsibility as we have not had the opportunity to investigate and resolve the problem. While we will make every effort to resolve problems quickly, a reasonable amount of time must be allowed for repairs to be completed by outside contractors.

Please note that we accept no liability for the occasional failure of public utilities or utilities such as water, electricity, gas or internet over which we have no control, nor of sewage, plumbing or mechanical equipment in the properties, but we will do our best to arrange prompt repairs whenever possible.

It is inevitable that items will break down or require maintenance, so please be aware that you may encounter maintenance personnel during your stay.

11. Check in / Check out times.

The property is available after 5 p.m. on the day of arrival and must be vacated by 11 a.m. on the day of departure, unless otherwise stated on the accommodation reservation page. The maintenance team needs this time to properly prepare the accommodation for incoming guests. Although you are not required to leave your accommodation before 11am, please note that staff may arrive a little earlier.

12. Change and unavailability of accommodation.

On rare occasions it may be unavoidable to change the accommodation due to circumstances beyond our control; we will do our best to notify you as soon as possible and offer alternative accommodation of similar or superior quality, a refund if nothing is suitable or discuss other options. No further claim will be entertained against the owner or rental agent for damages suffered.

13. Liability

Villa Costa Calida assumes no liability for any act or omission on the part of the owner or any other person not in their employ or under their control, nor for any accident, damage, loss, injury or expense, whether to person or property, which the tenants may suffer as a result of, or in any way connected with, the rental. The landlord and the rental agent also accept no liability for loss of or damage to tenants' property on the landlord's premises, acts of God or other unforeseen events which Villa Costa Calida could not have prevented.

If a gross deficiency or defect is found in a vacation rental, Villa Costa Calida will normally reimburse the tenant for the total rent or a portion of the rent according to the degree of liability determined by Villa Costa Calida.

14. Discounts

Discounts will be calculated based on the severity of the problem and will be given at the discretion of the landlord.

15. Events

You must notify us if you plan to hold an event in your rental property and request permission at the time of booking. Failure to do so may result in the landlord canceling the event. Please note that eventuele klachten van buren of juridische stappen als gevolg van uw evenement de verantwoordelijkheid zijn van de huurder en niet van de eigenaar.

16. Accuracy

We strive to ensure that all information on our website is accurate; However, occasionally changes and errors occur and we reserve the right to correct details in such circumstances. We make every effort to ensure that descriptions, photographs of furniture and accessories etc. are correct; However, there may occasionally be changes of which we are not aware and which therefore differ from our website texts and photographs. We accept no liability if any description or photograph is incorrect. If a particular facility is essential to the booking of your vacation, please ensure that we are aware of it before completing the booking confirmation pages.

17. Upon arrival.

The owner or owner's representative has the right to require the guest to sign a rental agreement upon arrival.

The owner or the owner's representative has the right to request a copy of a credit card and perform a pre-authorization on the card to cover damages in excess of Damage Insurance or for property damage not covered by Damage Insurance.

Immediately upon arrival at your vacation rental, familiarize yourself with the contents of the home and its layout and identify potential hazards such as unexpected stairs, slippery surfaces, pool depths, etc.

18. Noise

Please note that noise travel and noise should be kept to a reasonable level, especially after 10 pm. Road works and/or construction work in the vicinity of our properties may take place without any prior warning, this is understandably beyond our control. We will do our best to notify you when we are aware of such works.

20. Air Conditioning

We do not accept responsibility under any circumstances for failure of these units, although we will always try to rectify the matter as soon as possible.

21. Pets

Pets are welcome upon request. Additional charges may apply, please ask before booking. Pets found in accommodation without prior permission may result in forfeiture of accommodation and/or other fines.

22. Cleaning

The cleaning service takes place only on the day of arrival and the day of departure. The property has a washer and dryer or, if you wish, additional cleaning and laundry can usually be arranged at an additional cost.

If you are not satisfied with the cleaning standards, we ask that you immediately notify us in writing upon arrival at the property. The cleaner will return within 24 hours to correct and clean any aspect that may have been overlooked.

23. Invoices

Invoices/ receipts for rental and cleaning fees will be issued upon request.

24. Complaint Policy

If, as a guest, you find inadequate cleaning, damage or defects in the property, you should file a complaint immediately. Complaints regarding cleaning should be reported immediately. Complaints relating to damage or defects must be reported as soon as possible and no later than 24 hours after the start of the rental period or discovery of the defect or damage. Complaints must be submitted in writing to Villa Costa Calida, info@villacostacalida.nl

25. Data Protection

Villa Costa Calida collects personally identifiable information from the Guest in order to transmit such data to the Host and to make necessary notifications and payment requests. Villa Costa Calida processes data in accordance with the Data Protection Act 2001 and takes all reasonable steps to ensure the protection of such data, to prevent the misuse of data and to limit the access of individuals to such data only on a need-to-know basis.

26. Applicable law and jurisdiction.

This is a Spanish website and is subject to the laws of Spain, and all disputes are subject to the non-exclusive jurisdiction of the courts of Spain.

27. Other

If any of these terms and conditions shall be deemed unlawful, invalid or otherwise unenforceable under the laws of any state or country in which these terms and conditions are intended to be effective, then to the extent and within the jurisdiction in which such term or condition is unlawful, invalid or unenforceable, it shall be severed and deleted from that clause and the remaining terms and conditions shall survive, remain in full force and effect and continue to be binding and enforceable.

28. Validity

The stated terms and conditions are valid for rental agreements established between the tenant and the homeowner. Except for printing errors, the conditions and prices stated on this website are valid as of November 2023.

