

General Terms & Conditions Finca Robledo

Article 1. Liabilities owner

The owner cannot be held responsible for any disturbance, alteration, or hindrance to the stay of the tenant, if this is the result of unforeseen or inevitable circumstances outside her control. The owner cannot be held responsible for any inconvenience caused by third parties, such as the council or local government, etc. Nor can the owner be held responsible for any interruption to electricity or water delivery. The owner does not accept any responsibility for the loss or theft of, or damage to, luggage, personal items, or vehicles, or for costs relating to delayed arrival at the holiday property due to delays. The owner is not responsible for any injuries resulting from an accident in or outside Finca Robledo.

Article 2. Reservation and payment

A reservation is valid from the moment that the owner has received the deposit payment according to the payment terms mentioned on the booking confirmation.

Payment of this amount implies that the guest has noted and agreed the General Terms & Conditions and the complete description of the holiday property that is being rented.

The balance must be received by the owner according to the payment terms mentioned on the booking confirmation. If the balance remains outstanding on the agreed date, the guest agrees to a cancellation of the rental of the property by the owner, according to the cancellation conditions mentioned in article 3. The owner will be permitted to offer the holiday property for rental to another party.

The owner's tariffs are calculated in Euros (including VAT and Taxes) and relate to the period mentioned on the booking confirmation.

Article 3. Cancellation by the guest

In the event that the guest, for whatever reason, does not want, or is not able to accept or commence the rental of Finca Robledo, he should immediately notify the owner by email.

The owner will then charge the following amounts:

- Cancellation more than 90 days before the start of the rental period: 35% of the total rental amount.
- Cancellation 90 or less days before the start of the rental period: 100% of the total rental amount.
- Cancellation during the rental period: 100% of the total rental amount.

Article 4. Cancellation by the owner

In the event that the owner needs to cancel the rental contract as a result of unforeseen circumstances, the guest will be notified immediately and any payment paid will be refunded.

Article 5. Complaints and disputes

Complaints will only be considered if the guest notifies the owner by telephone or email within 48 hours of arrival at Finca Robledo.

Article 6. Description.

All information leaflets or information on the website of Finca Robledo (its layout, furnishings, applicable services) have been provided in good faith, on the basis of fact by the owner.

In the event that any of these changes in the period between the time of the booking confirmation and the start of the rental period, the owner will notify the guest, but the owner cannot be held responsible.

All information provided by the owner relating to tourism and sporting activities has been supplied by third parties and is not the responsibility of the owner.

Article 7. Arrival and departure

Arrival can take place after 4PM on the date of arrival

Check-out time is no later than 11AM on the departure date

Article 8. Use of the accommodation

- 8.1 Business rental or the use of the accommodation for commercial purposes is not permitted.
- 8.2 If the accommodation nevertheless is rented out commercially, the tenant owes a fine amounting to 1.5 times the rental price in addition to the rental costs already paid.
- 8.3 The landlord reserves the right to claim additional compensation.
- 8.4 The number of persons staying in the accommodation may not exceed the number that has been reserved and is stated on the reservation confirmation.
- 8.5 The tenant is not permitted to sublet the accommodation or make it available to third parties in any other way.

Article 9. House rules Finca Robledo

The guest must treat the house with care and respect for the environment. The following house rules apply:

- Smoking is strictly prohibited inside the house
- It is not allowed to bring pets
- Diving in the pool is not allowed
- It is not permitted to sit or stand on the fence of the terrace
- It is forbidden to barbecue or make fire in any form in and around the fields of Finca Robledo.
- Noise levels should be limited between 23 PM (evening) and 10 AM (morning) to avoid nuisance to neighbors
- Please close the windows and doors when you use the air conditioning

Artikel 10. Damage and responsibility

The guest is liable for damage to the house and inventory that occurs during the stay. If damage occurs, this must be reported to the owner immediately

Article 11. Security/deposit

The guest pays a security deposit of 300 EUR according to the terms in the booking confirmation. The security deposit will be refunded within 1 week after the check-out date, possibly after deduction of additional costs to be settled and/or for the repair of damage to the house subsequently found. If damage is caused and the security deposit is insufficient, additional costs may be charged. This concerns excessive damage that cannot be traced back to wear and tear and damage to and during normal use of the home.

Article 12. Cleaning.

The property should be clean and tidy upon arrival. If this is not the case, the owner must be notified immediately, in order to solve the situation.

When leaving, the guest must leave the house tidy. The waste must be taken out to the location indicated in the guest folder.