

# Rental Agreement Turisol (Multiturisol.SL)

## Included in the rental price

Electricity, gas, water and final cleaning, satellite television (mainly German programs and only a view English channels), washing machine.

**Bedsheets and Towels are included.**

## Payable on arrival

Security deposit € 400 for families and groups up to four people. For groups larger than 4 people, under an age of 35 years: € 150 per person. (Cash, Visa or MasterCard).

## Extras (optional available) Necessary to specify with your reservation

- Additional person: € 12 per day
- Cot (till 2 years) : € 4 per day
- Highchair: € 4 per day
- Pets: € 6 per day per pet

## Check-in time

Between 16.00 and 19.00. Please inform us, if you arrive later.

## Check-out time

Until 10:00

**Minimum stay:** 5 nights

**The Maximum vacation home occupancy should only be exceeded by a cot or an extra bed.**

## Terms

50% of the total sum must be paid immediately after the booking via bank transfer to Bank Banco Sabadell

Owner of the account: Multiturisol.SL

BIC BSABESBB IBAN ES73 0081 1575 9300 0136 3438

or per Credit Card. (100%)

(please always mention the name of the house you have rented and the duration of your holidays). The

remaining 50% is due on check-in at the Turisol office. Your booking will be confirmed after the 50% down payment have being received.

## **Discounts and Last-minute offers**

Special offers and deals are not combinable in the same period/booking.

## **Withdrawal of the journey**

The guest will be charged 50% of the total price if they cancel after reservation and the total price if they cancel in the 60 days before arrival.

## **Maximum vacation home occupancy**

For the rented villa is a Maximum vacation home occupancy of persons allowed (please see the description). If you move into the villa with more persons then the Maximum vacation home occupancy, we reserve us the right to demand an additional payment or to cancel the letting contract immediately.

## **Liability**

Turisol does not undertake any liability for accidents or damages, inside or outside the house and the swimming pool. If facility or electrical units are falling, please inform Turisol immediately. Either Turisol or the owner of the villa will fix the damage as soon as possible. No compensations can be claimed. If power and water outage occurring do to failure from the supplier, it is not possible to claim any compensations. Turisol is not liable for the quality of the water. The renter is obligated to treat the rented villa or apartment gently. In case of damages, please inform Turisol in writing or over the telephone. The renter has to bear the costs for replacement, repair or reduction of the damaged objects. The renter is liable for the damages, caused due to a lack of proper care. Please note in every correspondence the name of the house and the duration of the renting period.

## **Handing over of the keys**

You will receive the keys of the rented villa and a description how to get there in our office, after paying the remaining 50% of the letting price.

## **Security deposit**

On arrival, a security deposit of € 400 for families and groups up to four people and for groups larger than 4 people, under an age of 35 years: € 150/per person will be collected. The security deposit will be refunded on the day of your departure – after the villa has been inspected and it is without any damages.

## **Guest refund policy terms**

Accommodations from Turisol should meet minimum quality standards regarding safety, access, and cleanliness, and they should be consistent with the description provided by the Host. If a guest, who books and pays for an accommodation suffers a Travel Issue because the Accommodation does not meet Turisol standards, the guest may be eligible for a refund in accordance with the Guest Refund Policy. Turisol will (at our discretion) either provide the Guest with a refund or use reasonable efforts to find and

book the Guest at another comparable Accommodation for any unused nights left in your reservation. The amount of any refund will depend on the nature of the Travel Issue suffered.

## **Cleaning and Check-out**

The pool cleaner and gardener will enter the outdoor area of the property unannounced for the maintenance and cleaning of the pool and gardening once or twice a week.

Please ensure that all the garbage is taken to the large containers along the main roads on a daily basis. If garbage is left behind on departure the agency may charge for its removal. Please leave the kitchen clean without leftovers or dirty dishes. The agency reserves the right to charge a cleaning fee if cleaning is necessary.

Thanks for your understanding and cooperation.

**Terms and Condition can be changed from time to time without prior notice.**

If you still have questions regarding the policy, please contact us.

## **Contact Information**

Multiturisol.SL  
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Calle Bacallar 12  
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Contact Email: [info@turisol.net](mailto:info@turisol.net),

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