

## **GENERAL RULES CASA RURAL EL PINTON**

### **RESERVATION RULES**

- To make the reservation effective, once availability has been confirmed, a deposit of 30% of the total accommodation amount must be made as a reservation fee via bank transfer to the account provided by the owners. If the payment is not received within a period of 3 days, the reservation will be cancelled, and the property may be offered to other clients.
- Upon arrival at the accommodation, a credit card pre-authorization of €300 will be requested as a security deposit. This will be refunded once it is verified that the house is in perfect condition.
- You may cancel your reservation free of charge if you do so more than 30 calendar days prior to the arrival date. If you cancel your reservation between 14 and 8 days before the arrival date, 50% of the deposit paid for the reservation will be retained. If the cancellation occurs on the seventh day or less before the arrival date, the full deposit will be retained.

### **ACCOMMODATION RULES**

- Upon arrival at the establishment and once conformity with the reserved accommodation has been verified, guests will pay the remaining amount of the stay, or show proof of the bank transfer made for said amount at least one day in advance. All persons staying in the house must complete a registration form upon entry, which will turn be sent to the state security forces in accordance with current legislation on hospitality; therefore, it is mandatory to present an ID (DNI/Passport). At this time, the rules governing this rural house will also be shown, which the client accepts by signing the entry form.

### **CASA RURAL EL PINTON**

- If guests have to leave the house, for any reason, before the previously contracted date, they will not be entitled to a refund of the difference between the contracted stay and the time enjoyed.
- In accordance with current regulations, Complaint Forms (*Hojas de Reclamaciones*) will be made available to clients so that they can log any complaints.

### **EQUIPMENT AND CONSUMABLES RULES**

- Occupants will be responsible for the accommodation and its contents during their stay. The facilities must be maintained in perfect use and preservation, and fixed equipment cannot be moved from its original place. If any malfunction, breakage, or damage occurs, it must be reported to the owners of the house immediately for its best and prompt repair.
- All furniture, objects, utensils, etc., in the house are exclusively for the use and enjoyment of the guests, and must be returned in the same condition they were found.

- In the event of breakage or deterioration of any furniture, object, or appliance, it must be replaced by the tenant or the value of the damage will be deducted from the previously deposited security deposit.
- Touching any decorative object in the house is strictly prohibited.
- The heating and air conditioning system operates via heat pump units. A heat pump is also available for the pool; its use will be arranged once summer ends to enjoy it on days with good weather by adapting the water for its use.

## **CASA RURAL EL PINTON**

### **ACCOMMODATION PRICES INCLUDE**

- Electricity, heating, and hot water. A responsible and appropriate use must be made of these resources.
- Fully equipped kitchen: refrigerator, microwave, washing machine, dishwasher, vitroceramic hob, extractor hood, and kitchenware.
- Lights must be turned off in rooms that are not being used in the house in order to promote energy savings, and a moderate and responsible use must be made of all facilities and appliances in the house. Enjoy them and save as much energy as possible, as it carries a significant economic and ecological cost, and its rational use allows us to maintain our prices.

### **ARRIVAL AND DEPARTURE TIMES**

- Unless otherwise agreed, the arrival time for guests is established between 4:00 PM and 8:00 PM, and the departure time is up to 12:00 PM. However, other times may be established depending on the availability of the house, and may be extended, by prior agreement, until 4:00 PM, provided it does not coincide with the arrival of another reservation.
- You must give one hour's notice prior to your arrival in order to properly organize your check-in and key delivery.

### **CLEANING AND MAINTENANCE RULES**

- The house is rented in its entirety; therefore, it will be delivered completely clean, and no cleaning services will be carried out during the stay. Upon departure, guests must leave the house clean and tidy.

## **CASA RURAL EL PINTON**

- Complete equipment is provided for the kitchen: dishes, cookware, glassware, cutlery, and kitchen utensils, which must be left clean and correctly placed in their corresponding places.
- Garbage must be deposited in the containers located for this purpose in the village, which will be shown to you upon arrival. There is one very close to the house.
- An additional cleaning fee of €100 will be charged for non-compliance with the cleaning and maintenance rules.

## **GUEST BEHAVIOR**

- Total respect is expected from clients towards the facilities of Casa Rural El Pinton, as well as towards its owners and, in general, towards the entire cultural and natural environment.
- Disruptive, unhealthy, harmful, dangerous, or illegal activities may not be carried out in the house. The house and its contents must be treated with respect, and guests will be held responsible for any damage caused by themselves.
- The stay in the house may be terminated prematurely if the usual rules of civility, hygiene, or coexistence are violated, as well as in cases where, despite express prohibition by the owner, the maximum capacity specified in the description of the house is exceeded.
- The tranquility of the area must be respected, avoiding causing disturbance to the neighbors of the village. The house is not rented for parties, bachelor/bachelorette parties, or similar events. The use of karaokes and amplifiers is not permitted. In case of non-compliance, the owners reserve the right to evict the guests and report the matter to the Civil Guard.

## **CASA RURAL EL PINTON**

- The accommodation will be exclusively occupied by the registered persons. It is completely forbidden to accommodate unregistered persons. The house and its facilities are for the exclusive use of the guests staying here, so guests' visitors are not allowed.
- Making fires is only allowed in designated areas, specifically the barbecue, taking maximum security measures. In summer, the use of the barbecue will be permitted using charcoal and not firewood, provided there is no express prohibition by the Competent Authorities.
- Any type of suggestion on your part will be highly appreciated.
- The deposit will be returned within three days of departure once it is verified that the house is in perfect condition and no objects or utensils are missing. The refund will be processed through the same payment method.
- Extinguishers are to be used only in case of fire. If they are discharged without a justified cause, an amount of €80 will be deducted from the security deposit for refilling, plus cleaning costs if necessary.

## **OTHER**

- Small pets are accepted upon request.
- Smoking is prohibited in the rooms, as all rooms are equipped with smoke detectors due to the wooden construction. Smoking is allowed outside the house.
- Outdoor music is not allowed between 12:00 AM (midnight) and 10:00 AM.

## **CASA RURAL EL PINTON**

- Diving/jumping into the pool is prohibited.

- The use and enjoyment of the pool belongs to the clients by contract, as does the responsibility and obligation to comply with safety measures for themselves, their family members, or the group of friends staying. The owner is not responsible for incidents or accidents inside or in the vicinity of the pool.

### **ACCEPTANCE OF CONDITIONS**

Payment of the reservation implies FULL ACCEPTANCE by the occupants of all the conditions reflected herein.