

General Rental Conditions and House Rules

All these conditions apply to the house 'La Casa en Valle' (hereinafter referred to as the holiday home) located at: Elvirilla del Roldán, Nº9, 18658 Melegis (Granada). Upon accepting the booking, the following rules apply.

Applicability

- In these General Rental Conditions, the term 'tenant' refers to the person who enters into an agreement with us regarding the rental of the holiday home.
- These General Conditions apply regardless of any reference you make to your own terms or other general conditions. We reject all general conditions to which you refer or which you use.
- Any deviations from these General Conditions are only valid if agreed upon in writing.

Reservations

- Any deviations from these General Conditions are only valid if agreed upon in writing.
- After you have made a reservation, you will receive a confirmation, the general payment terms, and an invoice from us within 10 days. We ask that you check these documents for accuracy and notify us immediately of any errors. If you do not receive a confirmation from us within 10 days of making the reservation, please contact us immediately, failing which no claim can be made on the reservation.
- An agreement between you and us is established once we have confirmed the reservation. The agreement pertains to the rental of the holiday home for recreational use, which is of short-term nature.
- If the rental is made via an intermediary or platform, the applicable payment terms for that platform will apply.

Payment

If you have booked via a rental platform, the following will not apply, and payment will be made through that platform:

- We ask that you transfer 25% of the rental sum within 14 days of the invoice date. The remaining 75% (including the deposit) must be paid to us one month before the arrival date. If your reservation is made within one month before the arrival date, you must transfer 100% of the invoice amount to us immediately upon receiving the invoice.
- The down payment and/or full payment must be transferred to the IBAN: (NL) NL80 INGB 0680 4875 30 in the name of C. C. Danenberg, including your name and rental period.
- By making any payment or installment, you confirm that you have read and agreed to the General Rental Conditions. The rental agreement automatically ends after the agreed period expires.
- If the amounts billed to you are not paid on time, you will be in default immediately after the payment term has expired. In this case, we reserve the right to cancel your reservation and terminate the agreement.

Deposit

Also, if booked through a rental platform, the platform's deposit rules apply:

- **The deposit amounts to €750.00.** The deposit serves as a guarantee against damages and/or costs—in the broadest sense—that we may incur due to the tenant's failure to meet their obligations as

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a good tenant and those of their companions.

- The deposit must be paid together with the first installment of the rental sum. If the deposit is not paid, we are entitled to deny the tenant access to the holiday home. If you fail to pay the deposit, we are also entitled to terminate the agreement with immediate effect.
- The deposit or any remaining balance will be returned to the tenant within 14 days after departure, after deducting claims (damages to inventory/holiday home and/or other costs). Any further claims for compensation are not nullified by this refund.

Cancellation

If you booked through a platform, the platform's cancellation policy applies.

Cancellations by the tenant must always be made in writing (by post or email). The following rules apply:

- For cancellations one month before the arrival date, 0% of the remaining rental sum will be charged.
- For cancellations up to 30 days before the arrival date, 50% of the remaining rental sum will be charged.
- For cancellations from 7 days to the day of arrival, 100% of the rental sum is due.
- If you fail to arrive within 24 hours of the agreed date without prior notice, this will be considered a cancellation, and 100% of the remaining rental sum will be due.
- In the event of a cancellation by us, any payments already made will be refunded.

Key Collection

It is possible to access the house independently or through a meet & greet arrangement. This will be coordinated with the landlord in advance.

One week before the arrival date, and after full payment of the invoice, the tenant will receive two codes via email or SMS for two key lockboxes, where the tag key/house key is stored. This code must not be shared. The tenant is never permitted to keep the key or duplicate it for any reason. Should the tenant do so, a fine will be imposed, which will be deducted from the deposit.

The key and tag keys for the holiday home are loaned to the tenant by us. The key remains our property. In the event of loss, theft, or any other manner of misplacing the key, the tenant is liable for a fee of €100.

An agreement between you and us is established once we have confirmed the reservation. The agreement pertains to the rental of the holiday home for recreational use, which is by nature short-term.

All costs incurred as a result of not vacating the property on time will be charged to you. Items found after your departure will be kept for a reasonable period, but we accept no responsibility for them. Shipping is only possible at your expense.

If the tenant and/or other users are locked out of the holiday home, costs will be charged to resolve the situation. These will be deducted from the deposit refund. To verify identity, the tenant must first present identification before a copy of the key is handed over.

Security

The house is equipped with an alarm system. During your stay, you do not need to use the alarm system. However, we would like to remind you to lock the door and securely close the gate when leaving the property.

To ensure the safety and comfort of all our guests, we would also like to inform you that security cameras have been installed outside on the premises. These cameras are solely intended for your safety and the security of the property.

If you have any questions or concerns regarding security, please do not hesitate to contact us. We are always available to assist you.

This is also indicated on the sign placed at the gate.

Stay at the Holiday Home

Arrival and Departure

Upon arrival and after your departure, the key handover will be arranged in mutual agreement on how and where it will take place. On the day of arrival, you may enter the house from 4:00 PM onwards. On the day of departure, you must vacate the holiday home before 10:00 AM. Any deviations from the agreed arrival and/or departure times must be discussed with the landlord in advance. All costs incurred due to not vacating the property on time will be charged to you.

Any items found after your departure will be kept for a reasonable period, but we take no responsibility for them. Shipping can only be arranged at your expense.

Use of the Holiday Home

We expect you to treat our holiday home with care so that we or future guests can enjoy it as well.

Smoking and pets are not allowed in the holiday home. Barbecuing with the provided BBQ is permitted, but it must be cleaned before you leave. Water and electricity usage are included, but we kindly ask you to use them sparingly.

One set of bed linens and one set of towels per person will be provided. Towels are only for showering and not for use at the pool or beach. You must bring your own beach towels.

The stay of more people in the holiday home than agreed upon in the reservation, or exceeding the maximum capacity of 10 people, is strictly prohibited without our consent unless otherwise agreed upon in writing. Violating this can result in the early termination of the rental agreement without a

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refund.

Moving furniture such as cupboards or beds, as well as audio or TV equipment, or taking any indoor inventory outside (except dishes, glasses, and cutlery for outdoor dining) is strictly forbidden.

All kitchen appliances and related items are available for use. However, **please do not use sharp objects in the pans**; we have wooden spatulas for this purpose.

When leaving the holiday home, whether temporarily or at the end of your stay, please ensure that all doors and windows are securely closed. This is not only to prevent theft but also, if renting during the summer, to keep the house cool.

Cooling System

The house has a general cooling system that can be adjusted per room. Setting the system to an extremely low temperature will not be effective, and may even cause it to malfunction. The system is designed to regulate the temperature appropriately, so setting it too low is unnecessary.

Misuse of the room thermostats and any resulting costs are the tenant's responsibility. It is also healthier not to create too much of a temperature difference between the indoors and outdoors.

Swimming Pool

The house has a swimming pool. **Eating and drinking in the pool are prohibited**, and urinating in the pool is strictly forbidden. From April to October, when the house is fully booked, the pool water will be inspected and maintained twice weekly. The pool may be used in the evening, but it should not cause any disturbance. Violating the pool rules may result in costs being charged to the tenant.

Internet (WiFi)

The house has a wireless internet connection (WiFi) available for tenant use. The following rules apply:

It is strictly prohibited to download, upload, or stream illegal content! There are high fines for this, and it is closely monitored. The tenant is solely responsible and liable for their internet usage, and if fines are imposed, they will be charged to the tenant. Upon request by authorities or copyright holders, the tenant's personal details will be disclosed. Any costs incurred by the landlord in connection with such violations will be charged to the tenant.

The WiFi code will be included in the reservation document. If you happen to lose it, you can always email lacasaenelvalle@gmail.com or send a message to (+31) 6 12315925.

Tenant Responsibility and Liability

The tenant and other users are fully liable during the rental period for any damage caused to the house, its inventory, and any items belonging to the rented property, unless the tenant and users can prove that the damage is not attributable to them. Therefore, we recommend inspecting the holiday home and its inventory upon arrival for any defects or shortcomings. If you notice any damage or defects, please report them to us immediately.

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The costs of normal maintenance and repair of defects are our responsibility. If any defects occur, the tenant must inform us immediately and follow our instructions as much as possible. Any costs incurred by the tenant in this regard will be reimbursed by us upon presentation of detailed receipts.

If you wish to file a complaint, it must be submitted via email and with proper justification within 14 days of leaving the holiday home.

Parking

Parking is available in the designated spaces outside the house. If you prefer to park on the driveway or in the garage, you can open the gate by pressing the number 8 on the Ksenia panel in the garage for 3 seconds. To open the garage door, press the grey button next to it.

Lighting

The exterior lights around the house operate on a timer and turn off automatically. However, we expect you, as the tenant, to take responsibility and ensure that the lights are turned off when not needed.

Electricity, Water, and Cleaning

The rental price includes normal use of electricity, water, and cleaning. However, if your consumption exceeds the average, or if the cleaning required is more extensive than usual, the extra costs will be deducted from your deposit.

Damage and Complaints

The landlord reserves the right to inspect the property during the rental period.

If the tenant, their family members, guests, or visitors violate the terms, house rules, or government regulations, despite prior warnings, and this causes issues that prevent the rental from continuing, the landlord or their representative has the right to terminate the rental agreement immediately. The tenant and other occupants will be denied access to the property without any refund of rental fees.

****This specifically includes failure to respect nighttime quiet hours or causing unnecessary disturbance!****

Tenant Responsibility and Liability

- Tenants and other users are fully responsible for any damage to the property, inventory, and other associated items during the rental period unless it can be proven that the damage was not their fault. We recommend inspecting the house and its contents upon arrival and reporting any damage or issues immediately.

- The costs of normal maintenance and repairs are covered by the landlord. Any issues should be reported directly to the landlord, and their instructions should be followed. Any costs incurred by the tenant due to maintenance or repairs will be reimbursed upon providing detailed receipts.

Internet (WiFi)

The property has wireless internet (WiFi) available for tenant use. **It is strictly forbidden to download, upload, or stream illegal content.** Violations can result in heavy fines and are closely monitored. The tenant is solely responsible for their internet usage. Any fines will be passed on to the tenant. In cases of violation, the tenant's personal details will be shared with authorities upon request. Any related costs incurred by the landlord will be charged to the tenant.

Should you have a complaint, it must be reported during your stay or submitted within 14 days after your departure.

Liability

The landlord accepts no responsibility for:

- Theft, loss, or damage of any kind during or as a result of your stay.
- Equipment or utilities failing or being out of service.
- Emergencies or circumstances beyond the landlord's control that may affect your stay.

The tenant is fully responsible for any loss or damage to the holiday home, garden, furnishings (inside and outside), or other property, due to negligence or actions by themselves or others allowed on the property.

Cleaning

The rental price includes the final cleaning and one set of towels and bed linens per person. Towels are only for use in the bathroom, not for the beach or pool. If you require extra cleaning services (such as additional linens or towels), this can be arranged at an additional cost, depending on the work required. If the house is left in an untidy state requiring more than the standard cleaning, the extra cleaning costs will be deducted from your deposit.

Rental Terms

By booking, you agree to the rental terms. The rental period ends automatically after the agreed duration.

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Summary

- Check-in is from 4:00 PM, and check-out is by 10:00 AM.
- Smoking is not allowed.
- Pets are not allowed.
- Open fires are not allowed outdoors.
- Barbecuing is allowed with the provided BBQ, which must be cleaned before departure.
- Gas, water, and electricity are included, but please use them sparingly.
- The rental price includes the final cleaning and one set of bed linens and towels per person.
- Subletting or transferring the rental is strictly forbidden.
- Occupying the house with more people than agreed upon is not allowed without permission, and may lead to the rental being terminated without a refund.
- Moving furniture, electronics, or taking interior items outside (except for dishes, glasses, and cutlery) is forbidden.
- No drinking, eating, or urinating in the pool. Violations will be charged to the tenant.

Departure Checklist

Before leaving, we ask that you:

- Empty all trash bins and take the garbage to the designated containers.
- Remove bed linens and towels and fold them. Place them in the hallways near the stairs (both upstairs and on the ground floor).
- Leave the garden and terrace tidy.
- Remove perishable food from the fridge (long-lasting items may be left for the next guests).
- Store the outdoor furniture cushions in the garage unless new guests are arriving that day.

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- Secure all windows and shutters.
- Turn off all faucets and lights.
- Ensure the BBQ is clean for the next guests.
- Lock the front door and return the key to the key box.
- Place the 6 tag keys in the dresser by the entrance. The cleaner will ensure the yellow tag is returned to the gate key box.
- Close the gate, but do not lock it.
- Report any damage or issues via email at info@casaenelvalle.nl or WhatsApp at +31 6 12315925.

Applicability of the rental conditions

If the rental agreement has been created (this is the case as soon as we have confirmed your booking; taking an option is not included) you agree to the rental conditions. The rental ends automatically after the agreed period has expired.