

# **RESERVATION TERMS AND CONDITIONS TO STAY**

## **v ONLINE BOOKING THE VILLA**

The procedure to book the villas will be through our website [www.lasnereidasaltea.com](http://www.lasnereidasaltea.com) or by email at [www.lasnereidasaltea.com](mailto:www.lasnereidasaltea.com) /Phone: +34 687 803 945, by the lessee or his legal representant.

## **v CONDITIONS BEFORE TO BOOK**

It ensures that both parts are over 18 years old, and they act freely and consciously

## **v ONLINE BOOKING PROCESS OF THE VILLA**

Here are the steps to reserve one of our villas:

### **FIRST STEP**

Choose the villa you wish book "MENU/OUR VILLAS" for your stay and enter the date of entry and exit.

### **SECOND STEP**

Fill out the form for booking these will be your biling information as well as information for the lease contract.

### **THIRD STEP**

Accept the commitment to pay fees. The payment of deposit of 1.500€ (refundable) and 200€ of final cleaning fee, will be paid at Check In in the villa by credit card or cash.

### **FOURTH STEP**

Check the box "I Accept the terms and rules of stay". The user has de possibility to download it in a PDF document in "BOOKING/BOOKING CONDITIONS" section.

### **FIFTH STEP**

Choose the method of payment:

Payments will be made by:

- Bank Transfer to our account provided on the website.
- Credit Card through our virtual TPV (secure page)
- Pay Pal

In this case you can't make the payment in cash since there is no physical encounter between the two sides.

### **SIX STEP**

Payment consists:

- 30% of Total price of stay for CONFIRMATION OF BOOKING, paying through our website (CREDIT CARD OR PAY PAL) or by bank transfer.
- The remaining 70% of stay will be paid at the entrance (Check In) to the villa by cash or credit card.
- If you cancel your booking, you will lose the amount paid for the reservation (30%)
- The payment of the deposit damage of the property (1.500€) and cleaning fee (200€) will be paid on arrival, at Check In the villa, to our Property Manager by cash or credit card.
- Full refund of the deposit damage will be made within 7 days after the departure of the property, as long as the villa is in the same condition as it was delivered (except deterioration rational use).
- If during your stay you request additional services (cleaning, change linen, ect....) will be billed at the end of your stay (Check Out).

## **v CONDITIONS DURING THE STAY**

- Respect the schedules rest of the residenKal area from 22:00 to 8:00
- Is not allowed parties or meetings exceeding the limit of the occupants specified in the villa. If there are protests from the neighborhood or is necessary to call police, LAS NEREIDAS will have the rights to evict the tenants immediatly of the property. In this case, the renters wont have any rights to give back the money paid and the deposit.
- The admission of pets in our villas is on request and subject to approval by our staff.
- LAS NEREIDAS is not responsible for any loss, theft or damage of personal objects of the tenants.
- Should throw the rubbish generated in the community containers located outside the building. Our Property Manager will inform at arrival of their situation.
- For every set of keys or control garage lost will be charge to deposite damage deposited by renter: Loss of Command Control: 50€/per command and Loss of Set of Keys: 100€/per game.
- The renter will be responsible for any damage of defect caused by the occupants or visitors of the house, both the property and the common areas of the villa.
- The responsible should ensure the good condition of the property throughout the stay.
- The tenant or person responsible is obliged to leave the property in a reasonably clean without rubbish and personal objects. Otherwise LAS NEREIDAS we will charge to deposite damage an additional cleaning fee (200€) in concept of cleaning,
- For more than 200€/month consumption of water, lighth and gas, the customer will be charged on departure from the villa, if not paid at time will be charged to deposite damage.

## **v CONDITIONS FOR LEAVE THE PROPERTY**

If the tenants don't leave in a voluntary way the villa or they wont give the keys at the same date established for the departure in the reservation process, they will have to indemnify to LAS NEREIDAS every day that without authorization will extend the stay or keep the keys at five times the price/night of booking.

## **v CANCELLATION**

If the tenant changes the dates of stay or want to cancel your reservation must be notified to [info@lasnereidasaltea.com](mailto:info@lasnereidasaltea.com).

If you cancel your reservation, you will lose the amount paid for the reservation (30% of stay)

## **v ADDED SERVICES**

LAS NEREIDAS has some services to provide comfort to the tenants for the best way for your stay.

- Free Internet Wifi
- Cleaning : 15€/Hour
- Bed Linen: Included
- Linen Change: 10€/Set
- Set of Towels: Included
- Set of Towels Change: 5,50€/Set
- Welcome Soaps Set: Included

## **v CHECK IN**

- The tenant will must notify the estimated hour of the arrival to the villa via e-mail to [info@lasnerideasaltea.com](mailto:info@lasnerideasaltea.com) or phone at +34 687 803 945. Our schedule/Timetable to receive is from 16:00 to 20:00.
- If your entry is out of time table of LAS NEREIDAS we will do everything possible to satisfy your needs but with a charge of 50 €.
- Our Property Manager will meet you at the door of the villa, then the property manager will show you the house and will explain the working of: appliances, air conditioner, heating floor etc...)
- It must be provide the ID of the villa's tenants if you haven't send them before. Our property manager will give you back the IDs after make some photocopies at the moment.
- It will be signed the lease contract of the property and after that you will recive the standars to stay: RESERVATION TERMS AND CONDITIONS TO STAY (This document), where is the rules of stay, services, telephone numbers, guidelines to leave the villa "Check Out" etc...
- The deposit will be paid by credit card or cash at Check In, It will be returned within 7 days of departure, to the same card that was made of at bank account provided by tenant, as long as the property or common areas show no damage (excluding deterioration caused for their rational use)
- Finally our property manager will give you two set keys and two command controls for the garage.

## **v CHECK OUT**

- The standard schedule to check out the villa is from 8:00 to 12:00.

## **v ATTENTION NUMBERS**

### **- MAIN INFORMATION**

- o Altea town hall - 965.84.13.00
- o Culture house - 965.84.28.53
- o Turism Office - 965.84.41.14
- o Palau Altea- 966.88.19.24
- o Costa Blanca touristic informations - 902.10.09.10
- o Marine commander – 965.84.08.29

### **- URGENCE**

- o European number for emergencies - 112
- o Ambulance DYA - 966.88.41.12
- o Altea health center - 966.81.61.30
- o Altea la Vella healt center - 96.681.62.20
- o Emergencies heath center - 966.81.61.35
- o Office Health in old town - 96.681.61.20
- o Oficce Health in Carrer la mar - 96.681.61.75
- o District Hospital - 966.85.98.00
- o 24/H Pharmacies information - 900.50.09.52
- o Medical clinic (From 8:00 to 21:00) - 966.88.00.25
- o Medical clinic (Emergency 24/h) - 965.84.31.83

- o District hospital La Vila Joiosa 965.89.43.62 - 966.85.98.00
- o Cruz Roja (Altea) – 965.84.18.35
- o Firefighters Service (Benidorm) - 965.85.40.80
- o National Police - 965.85.53.08
- o Civil Police - 965.84.05.25
- o Local Police - 965.84.55.11
- o Civil Protection – 965.20.58.33

- SPORT ACTIVITIES

- o Altea nautical club - 965.84.15.91
- o Mascarat- Marina de Greenwich nautical club- 965.84.22.00 – 965.84.22.00
- o Tennis Club – 965.84.04.82
- o Don Cayo Golf Club – 965.84.80.46

- TRANSPORTS

- o Benidorm Bus (UBESA) - 966.83.12.52
- o Renfe Alicante - 902.24.02.02
- o Alicante-Valencia by bus - 902.42.22.42
- o Altea- Barcelona by bus - 965.85.01.51
- o Altea Madrid by bus - 965.85.79.62
- o l'Altet airport (Alicante) - 966.91.90.00
- o Manises airport (Valencia) - 963.70.95.00
- o Taxis service - 965.84.55.55
- o Taxi's stops - 965.84.40.40
- o Alicante-Altea-Denia by train - 965.85.18.95
- o RENFE(Train) – 965.92.02.02