

RESERVATION CONDITIONS AND RULES OF THE STAY

- ONLINE RESERVATION OF THE VILLA

The procedure to reserve the villas will be carried out through our website

www.lasnereidasaltea.com , by e-mail through info@lasnereidasaltea.com , or by phone by calling +34 682 683 257 or +34961262341, by the tenant or his legal representative.

- CONDITIONS PRIOR TO THE RESERVATION

Both parties are guaranteed to be over 18 years of age and act freely and conscientiously.

- ONLINE RESERVATION PROCESS OF THE VILLA

Below, we detail the steps to reserve one of our villas:

FIRST STEP:

Select the villa (our villas menu) that you want to reserve for your stay.

SECOND STEP:

Indicate the date of entry, date of departure.

THIRD STEP:

Fill in the boxes with personal data, number of places, and then accept conditions and payment of the deposit. The conditions can be consulted and downloaded in the menu; "Reserve", submenu; "Reservation conditions".

FOURTH STEP:

Finally, all payments associated with the stay will be reported:

- 30% of the Total Price of the stay for the CONFIRMATION OF THE RESERVATION, being paid on the spot.
- The remaining 70% of the stay will be PAID:
 - On the spot through our WEB page

- Or, at the latest, 60 days before arrival, in account number ES83 0081 0693 6400 0213 8219 or through the POS section of the web, sending proof of the transaction.
- The deposit and cleaning will be paid up to 60 days before entering the villa. The amount will be detailed and will vary according to the chosen villa.
- ECONOMIC CONDITIONS FOR THE OCCUPATION OF THE VILLA

Payments will be made through:

- Wire transfer
- Credit Card (POS)

In this case, the payment cannot be made in cash since there is no physical meeting between both parties.

As mentioned above, the payment consists of:

- 30% paid on our website www.lasnereidasaltea.com online.
- The remaining 70% always 60 days before the entry of the stay, otherwise 30% of the reservation is lost.
- The deposit will be paid by credit card before the arrival of the villa. The total return of this will be made within 10 days after leaving the property, as long as the villa is in the same condition in which it was delivered (except deterioration due to rational use).
- If during the stay any additional service is requested (cleaning, bed linen change, etc.), it will be billed at the end of your stay.
- CONDITIONS DURING THE STAY
 - Respect the community's rest schedule: From 10pm to 8am.
 - Parties or gatherings that exceed the limit of occupants indicated in each villa are not allowed. If there were protests by the neighborhood or it had been necessary to call the police, LAS NEREIDAS reserves the right to immediately vacate the property. In this case the tenant will not have the right to

no refund of money, including losing the right to return the deposit.

- LAS NEREIDAS is not responsible for the loss, theft or deterioration of the personal belongings of the tenants.
- The debris generated must be disposed of in the community containers located outside the building. Our Property Manager will inform you of their situation upon arrival.
- For each set of keys or garage controls lost, the following amount will be charged to the deposit deposited by the tenant: Loss of control € 50 per remote control and Loss of keys: € 100 for each set.
- The tenant will be responsible for any damage or damage caused by the occupants or visitors of the house, both to the property and to the common areas of the villa.
- The person in charge must provide for the good condition of the property throughout the stay.
- The tenant or person in charge undertakes to deliver the property at the end of their stay in a reasonable state of cleanliness and without garbage inside. Otherwise, and with a deposit, LAS NEREIDAS will charge a cost of € 350 for cleaning service and € 450 for pets.
- For consumptions over € 200 / month of water, electricity and gas, the customer will be charged upon leaving the villa, if it is not paid at that time, the deposit will be charged.

- CONDITIONS FOR THE ABANDONMENT OF THE PROPERTY

If the tenants do not voluntarily leave the villa or do not hand over the keys to the villa on the departure date confirmed in the reservation, they must compensate LAS NEREIDAS each day that without authorization, they extend their stay or retain the keys at five times the price. -night of the reservation.

- CANCELLATION

In case the tenant changes the dates of the stay or wants to cancel the reservation, he must notify it in writing to info@lasnereidasaltea.com .

Depending on the days between the requested cancellation date and the date of entry to the villa, the following percentages of the total reservation will be charged for cancellation:

- If canceled less than 60 days prior to entering the villa, the total reservation will be charged
- If you notify more than 60 days prior to the arrival of the villa, 30% of the total reservation will be charged.

- **ADDED SERVICES**

LAS NEREIDAS to offer the tenant greater comfort, has some complementary services for your best stay:

- Free Internet
 - Cleaning: € 15 / hour
 - Complete Cleaning: € 350 / € 450 with pets
 - Bedding: Included
 - Bed linen change: € 10 / per set
 - Towel set: Included
 - Towel set change: 5.50 / per set
 - Welcome Soap Set: Included
- **CHECK IN-ARRIVAL AT THE VILLA**
 - The tenant must notify via e-mail to info@lasnereidasaltea.com of the scheduled time to arrive at the villa: our schedule to receive is from 16: 00-20: 00.
 - If your entry is outside the hours offered we will do everything possible to satisfy your needs but with a surcharge of € 50.

- Our Property Manager will receive you at the door of the villa, then the property will be shown indicating its operation (appliances, air conditioning, heating etc ...)
 - The ID of the occupants of the villa must be delivered if it has not been previously delivered. Our Property Manager will return it to you after making the corresponding photocopies at the time.
 - The corresponding rental contract for the property will be signed, along with it will be delivered the rules of the stay and services of interest in writing, as well as the guidelines for leaving the villa (CHECK OUT).
 - The deposit relevant to the villa where they are staying will be charged by credit card (always prior to entry). The deposit will be returned to you within 10 days after your departure, as long as the property or common areas do not present any damage (except deterioration due to rational use).
 - Finally, two sets of keys and two garage controls will be delivered.
- CHECK OUT-DEPARTURE FROM THE VILLA
- The standard time to leave the villa is from 8: 00-10: 00.
 - They must inform the Property Manager of the expected time of their departure via e-mail to info@lasnereidasaltea.com . He will wait for you at the door of the villa to collect the keys and controls.
 - The deposit, as detailed above, will be returned within 10 days after leaving the villa.
- TELEPHONES OF INTEREST
- GENERAL INFORMATION
- Altea Town Hall - 965.84.13.00
 - House of Culture - 965.84.28.53
 - Tourist Office - 965.84.41.14
 - Palau Altea - 966.88.19.24

- Costa Blanca Tourist Information - 902.10.09.10
- Navy Command - 965.84.08.29
- EMERGENCIES
 - Emergencies European number for emergencies - 112
 - DYA Ambulance - 966.88.41.12
 - Altea Health Center - 966.81.61.30
 - Altea la Vella Health Center - 96.681.62.20
 - Emergencies Health Center - 966.81.61.35
 - Old Town Office - 96.681.61.20
 - Office Carrer la mar - 96.681.61.75
 - Regional Hospital - 966.85.98.00
 - Guard Pharmacies Information - 900.50.09.52
 - Medical Outpatient (8 to 21 hours) - 966.88.00.25
 - Outpatient (Emergency 24 hours) - 965.84.31.83
 - La Vila Joiosa Regional Hospital 965.89.43.62 - 966.85.98.00
 - Red Cross (Altea) - 965.84.18.35
 - Firefighters (Benidorm) - 965.85.40.80
 - National Police - 965.85.53.08
 - Civil Guard - 965.84.05.25
 - Local Police - 965.84.55.11
 - Civil Protection - 965.20.58.33
- SPORT ACTIVITIES
 - Altea Nautical Club - 965.84.15.91
 - Club Náutico Mascarat- Marina de Greenwich - 965.84.22.00



Servicios e Inversiones Caslar, S.L.
C/ Colón 14, Entlo-A. Valencia 46004
Tel: +34 961 262 341 / M: +34 687 803945
www.lasnereidasaltea.com
info@lasnereidasaltea.com

- Tennis Club - 965.84.04.82
- Don Cayo Golf Club - 965.84.80.46
- TRANSPORTATION
 - Benidorm buses (UBESA) - 966.83.12.52
 - Renfe Alicante - 902.24.02.02
 - Bus Alicante Valencia - 902.42.22.42
 - Bus Altea Barcelona - 965.85.01.51
 - Bus Altea Madrid - 965.85.79.62
 - L'Altet Airport (Alicante) - 966.91.90.00
 - Manises Airport (Valencia) - 963.70.95.00
 - Radio Taxi - 965.84.55.55
 - Taxi rank - 965.84.40.40
 - Train Alicante-Altea-Denia - 965.85.18.95
 - RENFE - 965.92.02.02