HEDÒ
DIAMONDS FOR BREAKFAST

TERMS & CONDITIONS

Please find below **the terms and conditions ruling your booking**

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General application of the present terms and conditions

Except where otherwise specified, Hedo Villas (“”, “we”, “us”, “our”) acts only as the administrator of the marketplace.
Hedo Villas (hereinafter considered as the same entity and also named Marketplace) is a trading name of Namastee Holidays SL, company registered in Spain under the VAT code B93600740 . The business address is:
ur/alhambra del mar, centro de negocios 29602 MARBELLA MALAGA-ESPAÑA
Hedo Villas is just marketplaces where, as supplier of properties for rent or services, operate the owners (Landlords / Owners) and their representatives (“Owner Representative”) as the real estate agents or property managers (“Agent”) or the services suppliers for different services.
Any provider of services or villas for rent will be defined hereinafter also the “supplier(s)”.
The suppliers manage their own listing, advertising and marketing campaign, offering the Properties for rent and services.
The suppliers are your counter-part in each booking or purchase.
They do arrange the bookings according to their own terms and conditions.

We are not a travel agency and we do not provide or own travel services or accommodations ourselves. When you inquire or book a vacation rental, you will be dealing directly with owners/managers; each of your counterpart may have a different offering regarding rental, refund and cancellation policies which would overwrite the terms and conditions contained in this document and defined in the offer sent to the Guest(Tenant) .

Each time a Guest (Tenant) confirms a booking for a property displayed over Hedo Villas website, a 'Online Rental Contract' is sealed between:
LANDLORD/OWNER: the Owner or the Owner’s Representative,
TENANT: the guest in whose name the booking is made (the “Guest” or “Tenant”).
for the agreed period (“Rental Period”).
For privacy reasons, the Owner's personal informations can be displayed only after the payment.

Each time a Guest books a Property through Hedo Villas, the Guest is deemed to have agreed to these terms and conditions or the specific agreements attached to the offer. The Rental Contract is automatically confirmed via email after the payment was successfully processed.
The payment of any amount required is considered as an implicit acceptance of the terms and conditions of the offer and it is a Non-refundable payment.
We accept no liability in relation to any contract you enter into or for any services or rental or any other arrangements you purchase ("arrangements") or for the acts or omissions of any supplier(s) or other person(s) or party(ies) connected with any arrangements.
For all arrangements, your contract will be having as counterpart the supplier of the arrangements in question (the "supplier(s)"). When making your booking/reservation, we will arrange for you to enter into a contract with the applicable supplier(s) terms and condition of the suppliers of the arrangement.
The reservation with us is subject to these Agency Terms and Conditions and the specific booking conditions of the relevant supplier(s) you contract with and you are advised to read both carefully prior to booking. The supplier's terms and conditions may limit and/or exclude the supplier's liability to you.
When the supplier does not provide specific terms and conditions, or doesn't cover any case, the agreements defined on this document will be ruling the contract for all or the specific case.
All arrangements are available to be purchased separately. This means that any multiple bookings do not constitute a package.
By making a booking/reservation with on Hedo Villas Marbella, the Guest/Tenant confirms and agree on the 3 statements below:

1. The Guest/Tenant is the only counterpart. Any additional guest enjoying the accommodation or the services is not involved in the contract but must be registered according to the local laws
2. The Guest/Tenant accepts Terms and Conditions and agree to be bound by them on behalf of all members of his/her party;
3. The Guest/Tenant is over 18 years of age
4. The fees paid to Hedo Villas are due for the usage of the platform and the related assistance and those are not related, or part of the specific service purchased. The service is delivered at the time of the booking/reservation, no matter if the purchased service will be enjoyed any time in the future. The service provided is considered delivered and completely delivered and enjoyed.

1 Booking and Payment

Once Guest/Tenant have decided upon the property and/or service to book, the Guest/Tenant can place an online booking filling the form and using the payment options offered on the website.
The Owners and their representative have the right to cancel the bookings within 6 hours from 9am to 9pm, to double-check and avoid any possible conflict with booking taken perhaps on other platforms at the same time, otherwise the booking is automatically confirmed. The booking placed from 9pm to 9am would be reviewed from 9am and within 6 hours.
Please check all details of the Booking/Reservation Confirmation carefully and report any incorrect or missing information to us immediately. As we act only as a booking agent, we have no responsibility for any errors in documentation, except where the error has been made by us.
The suppliers are not involved in your travelling plans or needs. They will deliver the services on the holiday selected town and it is only under the Guest/Tenant responsibility to make sure to be able to travel to the destination. Please do manage to cover these risks with a proper travel insurance.
Quotations are valid for limited time and displayed on the offer. The booking is definitely confirmed when the upfront payment was cleared on the owner's account or his representatives' account. All the payments settled are non-refundable.
The Owners or Owner's representatives are the sellers in all the transactions and the primary receivers.
If you have paid a deposit, you must pay the full balance by the balance due date. If the full payment is not received within the balance due date, we will notify the supplier who may cancel your booking and charge the cancellation fees set out in the booking contract.
The final payment is scheduled 6 weeks prior arrival if not differently agree on the booking.
Any/every payment as upfront, balance or full payment is considered as non-refundable unless differently specified on the booking confirmation sent to the guests by the owner / manager.
The Guest/Tenant agrees and acknowledges that the owners will not release the the keys of the property nor any service prior to receipt of payment in full, including the damages deposit and the related funds clearance. Failure of the Guest to pay rental or for any service will result in removal or refusal to supply and the payment already submitted will not be refunded.

2. Security Deposits

A Security Deposit may be required by the supplier of your chosen arrangements to cover for any of the costs resulting from the action or inaction of any guest occupying the property during the agreed booking period, including (but not limited to): the property being left in an unreasonable state of cleaning, loss or non- return of keys or remote control devices, neglect or damage to the property or furniture and amenities, damage or loss of contents and/or, any extra or excessive cleaning or electricity costs required.
Where applicable, the amount of the Security Deposit will be advised on the booking offer and in the Booking Confirmation email, together with instructions for payment. The damage deposit is never included in the rental price displayed for the booking but it is a separate payment.
The owner may ask for a higher amount for the damage according to the number of guests, length of the stay or price of the stay. That would be communicated before placing the booking and detailed in your rental agreement.
If the Security Deposit is not paid, the supplier may preclude you from entry to the property and treat your booking as cancelled and retain all the amount paid.
The supplier will refund the Security Deposit to you within 7 days of your departure.
In the event of damages attributed to Guest/Tenant, or a member of the party, during your stay, the supplier shall notify the fact as quickly as reasonably possible providing with any evidence. The cost of any remedial action shall be deducted from the Security Deposit by the supplier and the balance refunded to you. If there is extensive damage requiring specialist attention, refund of the balance of the Security Deposit cannot be guaranteed within 14 days.
In the event of damages verified during the stay and any time prior the departure, the customers have to pay for damage and reintegrate the damage deposit immediately to the amount equal to the entire sum due as damage deposit otherwise the owner/manager has the right to evict the Guest/Tenant immediately from the property.
In the event that the cost of rectification for losses or damage caused by the Guest/Tenant, or a member of the party, exceeded the Security Deposit held, the supplier shall notify you of any additional amount owing. The Guest/Tenant is advised that the supplier reserves the right to pursue recovery of any additional cost over and above the Security Deposit and for this reason adequate personal liability insurance is strongly recommended.
Hedo villas will supervise the procedure and check the fairness of any complain from the supplier.
We will enter into any negotiation or arbitration between the Guest/Tenant and the supplier regarding the Security Deposit to guarantee that the process will be fair.
The owner / agent will refund the net amount received and cleared on the account.

3. Prices and commissions

The owners are allowed to manage their listing according to any strategy of yield and revenue management and they reserve the right to amend advertised prices at any time or to have promotions and flexible rates.
The prices are advertised and paid in the currency used in the country where the service is delivered. In Spain is Euros.
Nevertheless, Hedo Villas displays the rates in different currency to facilitate the understanding.

The agents / property manager's commission is included in the total price.
The marketplace processing fee, if applicable, will be included in the total price offered.

3.1 Acceptance and risks responsibility attribution to the parties.

The Guest/Tenant agrees that payment of any rental deposit sum to the Owner, or service fee to any service provider, will signify her/his full acceptance of the terms and conditions ruling the contract.
The rental terms and conditions contained in this document are accepted by both the Guest / Tenant and the Suppliers and rule the rental contract for any aspect accept for those differently agreed by the parties on any supplemental contract which would overwrite the present terms and conditions only for the specified cases and matters.
The Guest further acknowledges that settling any payment of the final rental sum, the Guest has received copies of, and/or read and accepted the rental terms and conditions detailed in the present document which is mandatory to accept before placing any payment online.
The risks taken by each party are detailed below.

The Guest/Tenant accept any risk related to:

- The travelling matters.
- The risk of Covid19 or any similar pandemic is known by the parties and must be covered with a proper travel insurance. The same for any issue arising due to health conditions of the The Guest /Tenant or any relative or member of the party.
- The risks related to any government decision to prevent its citizens to travel.
- The technical problems with transport, closure or congestion of airports or portsAny airline company or any issue in delivering the travelling service are risks taken by the Guest /Tenant.
- Basically, and extensively for any similar circumstances, the Guest /Tenant must make sure to reach the destination where the property is located or the service is delivered on the scheduled day.
- The owner and the marketplace do not accept liability for acts of violence, war, civil disobedience, riot, pandemics, act or law emitted by any government, troubles related to the airline supplies, that may have a deleterious effect on the Guest.

The Guest/Tenant can opt for the offers which have the flexible dates and the Guest/Tenant has the faculty to change the dates once with no explanation required. The above risks would be taken by the provider and the cost of the risks included in the price and detailed in the offer.
In order to get the cheaper price, the The Guest/Tenant must accept to face the risks detailed above.

The Provider accept any risk related to:

- Availability of the property.
- The maintenance of the property.
- The risks related to fire, water flood or other natural disasters.
- The risks related to the previous Guest behaviours.
- Basically, and extensively for any similar circumstances, the owner must make sure to provide the service/accommodation as described in the offer on the scheduled day.

Both parties recognised and accept that the risks above must be covered by an appropriate travel insurance for the Guest /Tenant and a property insurance for the owner.

The above risks are known, recognised and accepted by the parties and they will not be able to consider any of those as a cause of force majeure against the counterpart.

3.2 Accessory fees

- The utilities may be, or not, entirely included in the rental fee.
- The regular final cleaning fee is always included.
- The pool heating is normally not included in the rental fee, when available.
- The price includes the fee for the services offered by the marketplace such as the concierge service and advisory to assist the customer in the booking. This service is considered as delivered at the moment of the booking and equal to 20% of the total price plus VAT. Having been already delivered, it cannot be refunded whatever will be the agreement with the supplier unless the Flexible rate was selected.

When no specific terms are established between the parties in a supplemental contract or agreement, the utilities will be calculated as follow:

- the ordinary final cleaning is included in the price
- electricity is included up to 25 euros per day, on average along the stay
- water is included in the price

The final cleaning means a normal/regular cleaning. The property must be left in ordinary conditions of use. The cases below are not included in the ordinary final cleaning (those are just example and the logic behind could be applied to many similar cases); the suppliers can charge the tenant for the additional cleaning time required or to replace the damaged items.

- throw cigarette or empty bottles or cans in the garden,
- burn or scratch the pans or furniture
- to seat on sofas or chairs with body lotion or with wet swimsuit or cloths
- spots / stains on walls or furniture
- spots on the bedding caused by the make-up or coloured body lotion not appropriately washed out.
- throw confetti in the property or garden
- throwing diapers into the toilet
- use the towels to clean up the make-up.
- accumulate garbage bags for days along the stay inside the property or the garden

All the above abuse, or similar cases, would cause extra costs to replace the original conditions and those costs will be deducted by the damages deposit.
The owner reserves the right to access the property to verify if the cleaning conditions and house rules are met. Wherever possible, the owner will provide notice to the Guest prior to such entrance. The suppliers have the right to replace the original condition at any time during the stay and the damage deposit would have to be immediately reconstituted in full or the tenant could be evicted immediately.
To rent a villa in self-catering, means that the tenant decided to take care of the villa by yourself and it does imply the obligation to keep it in decent conditions and respecting the house rules.
The owner reserves the right to send a maid to clean up and restore the normal condition of usage, even daily if necessary. The related cost would be charged to the tenant at 18 euros per hour and discounted from the security / damages deposit if not paid.
The cost of the pool heating must be paid in advance.

4. Rental period

1. The Guest agrees, and the Company permits the Rental Period to begin and end on the dates and times shown as the Rental Period (as displayed on the Rental Agreement). Both of the aforementioned understand and legally recognise this as a temporary term contract which is no renewal under any circumstances.
2. Check-in to the Property is from 4:00 pm on the date of arrival. Upon arrival, the guests will be required to deliver a copy of each of the hosted people's passport when aged over 16 and to sign the check-in document as required by the local law. The check-in time is within 9pm; to check-in later inquiry for the extra costs if any applied.

3. Check-out is at or before 12:00 pm on the date of departure or as displayed on the Rental Agreement and Registration Form. The check-out time is from 8am; to check-out earlier, or later, please inquiry for the extra costs if any applied.
4. Basis of rental: the properties offered for short-term rental are provided on a self-catered basis. Please verify the special conditions detailed in your offer.
5. On the termination of the Contract, the Tenant is obliged to fully vacate the property in the same conditions at the inception of this contract. In addition, the renter shall pay for repair or damage caused during the tenancy such sum to be deducted from the damage deposit.
6. On termination of the contract, the Tenant is required to return the keys and leave the property unoccupied. If the tenant has not left the property on that said day, Landlord has the right to enter the property and take possession. For each day of delay after the termination of contract Tenant will be required reimburse Landlord at a rate of three times the amount of the daily rental agreement.
7. Tenant shall not sub-let the property. The number of the occupants shall not exceed, at any time of the rental, the number detailed in the booking.
8. The tenant can host only the people registered in the check-in document and shared with the police department accordingly to the hospitality laws.
9. Tenant agrees to permit the owner or his/her manager to enter the property to ensure the it is kept in its original condition at the commencement of the rental period
10. The gardener and any technician who need to repair any damages or malfunctioning will be admitted by the tenant for the ordinary and extraordinary maintenance which cannot be delayed.
11. The local rental law, regarding the noise, states "When the users breach any of the obligations established by Law 13/2011, of December 23, especially those related to the rules of coexistence and noise admitted levels, the owner or the property manager may deny the permanence of the users and require the abandonment of the housing, within twenty-four hours".
12. Non-compliance any of the aforementioned conditions shall immediately null in voids this contract and the tenant would be immediately evicted with no refund guaranteed to the tenant for whatever amount paid.

5. Changes and Cancellation

Any (meaning all, whatever) cancellation or amendment request must be sent to the owner in writing, by email. The owner reserves the right to refuse the changes when not manageable or to quote the difference due in case of acceptance.
Amendments and cancellations can only be accepted in accordance with the terms and conditions of the supplier of your arrangements which, unless differently agreed, it is always non-refundable.

Any (meaning all, whatever) money paid as upfront, balance or full payment is considered as non-refundable unless differently stated in the booking confirmation sent to the guests by the supplier.
Wherever possible, the supplier will actively attempt to re-sell the cancelled dates to a new Guest. If successful, subject to the limits above, the supplier will return to the Guest the paid amount deducting a 20% fee to manage the process in finding a new tenant and deducting also any difference in the rental price in case the new guest was not paying the same price for any reason of price or length of stay.
The price includes the fee for the services offered by the marketplace such as the concierge service and advisory to assist the customer in the booking. This service is considered as delivered at the moment of the booking and equal to 20% of the total price plus VAT. Having been already delivered, it cannot be refunded.
The signature on the check-in document, copying your data scanning your passport or ID, is a proof of delivery of the contracted services. The check-in is also the proof of identity and payment therefore the payer and the tenant defined on the contract must be at the check-in.

For the case when the Guest/Tenant didn't arrive (no show case) on the scheduled delivery day, the proof of delivery is given by the email sent on the day, or anytime before, to the Guests/Tenant asking for clarification on the arrival by the provider and by any cancellation communication, via phone or email, by the Guest/Tenant. Meaning that the lack of presence by the Guests/Tenant doesn't mean that the service was not delivered but, instead, that the Guest decided not to take advantage of the service paid for whatever reason but not attributable to the provider.

The reservation made under the Flexible dates option can be amended only once selecting different dates. The decision can be made at any time and for any reason but just once and the right will be lost for the rescheduled booking.

The reservation made under the Covid protection dates option can be amended only once selecting different dates. The right to reschedule is conditioned by the presence of a travelling ban which made impossible to travel from the traveller's country or a travelling ban set by the Spanish authorities which made impossible for the traveller to enter the country.
The decision to be unvaccinated or not fully vaccinated is not considered as a travelling ban; the travelling ban must effect the entire population.
The personal illness is not a reason valid to invoke the Covid protection which is only related to the travelling bans.

For both the "Flexible dates" and "Covid protection" policies, the new rate applied will be the rate for the new selected dates and the same policy of the original booking. It might imply a rate increase.

6. Parties and celebration

It is not permitted to host events or celebrations in any of the properties, where capacity will exceed the maximum number of people on the booking form and registered at the check-in, without prior written consent from the supplier. In such circumstances admittance to the property may be refused or the tenant may be asked to vacate the property immediately if this condition is not observed. The supplier may also levy a supplemental fee for additional guests.
Ask for a written authorization, when dealing to book, to host any party when inviting external guests.

7. Our Responsibility for your Booking

Your contract is with the suppliers. Hedo Villas accepts no responsibility for the actual provision of the arrangements.
Our responsibilities are limited to let the parties meet each other on the marketplace so the marketplace does not take any responsibility in case the owner's failure to comply with any of the rental terms and conditions.
We do list only reliable providers to to reduce the risks.
The marketplace's agents are always involved in an annual viewing of the property, but we cannot guarantee for the owner's management. The marketplace will delist and remove any property which doesn't comply with the description and we shall enter the litigations in case the properties will not comply with the condition we recognized during our inspection. The owner will be forced, with any of the faculties we are empowered with, to fix the issues or discount the price and refund the tenant.
Where we visit a property, this does not imply any acceptance of liability for risks encountered, and the responsibility for the safety and supervision of children and all members of your party remains always on the Guests/Tenant.
The property listed on Hedo Villas are all verified and registered as rental property accordingly to the local law.
However, in the event that owner will not comply with the obligation met, the marketplace will refund, an amount limited to the value of the commission earned on your booking (or the appropriate proportion of this if not everyone on the booking is affected).
The cancellation requested by the tenant doesn't required the refund of the marketplace's fees.
The owner will refund the rental fee accordingly to the obligation met with the contract.
The Owner does not accept any liability for personal loss or injury to the Guest during the Rental Period if not under his/her own direct fault. The Guest must ensure that they have adequate insurance cover.
The Guest must ensure that Children are supervised at all times. The properties have usually not fenced swimming pools, terraces and stairs which may limit the mobility or be dangerous for kids or elder people or with restricted mobility capacity.
The Guest must inquiry prior the booking to verify that the property they wish to book offers the characteristics needed for the safety of the hosted guests.
The Marketplace does not accept liability, in excess of the fee paid to us, for removal of the Property from the marketplace, sale of the property or transfer of the Property to another managing company by the Property Owner that results in the Property becoming unavailable for the Rental Period. The provider will reimburse for those cases.

8. Complaints

Given that the contract for your arrangements is between you and the suppliers/providers, any queries or concerns should be addressed to them.
The marketplace is offering a concierge service to help the parties to address any arising issue.
Please inform us if any issue arises since we are very keen on keeping the best reputation and reliability of the network.
Please be advised that the marketplace accepts no responsibility for personal injury, loss or damage to renters/visitors' vehicles, property or articles whilst on these premises, regardless of how caused. Please particularly ensure safety precautions relating to swimming pool (it is accepted by Tenant that there are no safety railings surrounding the swimming pools) and that the swimming pool plant room contains dangerous chemicals and machinery.
Additionally, we cannot accept responsibility for breakdowns of equipment, Internet connection, TV's etc. which are out with our control. Once reported, the owner endeavours to affect any necessary repairs as appropriate, as quickly as possible but we cannot guarantee third party actions and reaction times.

9. Law and Jurisdiction

Any disagreement will be ruled by the Spanish courts of justice.

10. Reviews and ratings

Any ratings given on the website are as provided by tenants. These are intended to give a guide to the services and facilities you should expect from your accommodation but those are personal opinions expressed by the guests

11. Personal identification

To release the passport or valid ID is required by most of the local law ruling the rental market. It's mandatory to be identified at the check-in.
Some gated communities required to be informed about the tenant's identity and about their vehicles to admit the people to cross the entrance barrier. The guests authorize the owner / manager to transmit the guests' data to the security staff for the mentioned purpose.
The owner's or providers' data will be displayed in the user's dashboard after the booking confirmation for privacy reason.

12. Privacy Policy

Any personal information supplied to the marketplace is used, held or stored in accordance with the local law.
The marketplace is not responsible for the information sent to the owners.
For more details please refer to the privacy policy section.

13. Force Majeure and disclaimers

Force majeure is any event which the parties involved could not avoid , even with all due care and attention, but the specific event **must be unforeseeable, caused by something which was unknown** at the time of the dealing.
The fact that it was improbable to happen doesn't make it as unforeseeable.
It is not considered as a cause of force majeure any risk which was known and predictable, no matter of the possibility it might occur. The insurance exit to cover those risks which are improbable but could happen and limit the ability to travel.
Some risks, even if beyond each party's control have been considered and fairly shared between the parties in the previous **article 3.1** and therefore the parties accept to exclude those risks from the list of cases considered as 'force-majeure'.
The effect of the agreement made in the article 3.1 have effected the pricing.
The rates for the fixed dates include the risks of Covid and possible pandemics in the pricing. The customer can opt for the flexible dates booking to get covered from those risks and pass them to the provider.
For instance, the Guest/Tenant could have chosen the Flexible Date option to be protected against those risks, passing them all to the provider side.
Selecting the regular reservation, means to the Guests to save money but those risks will be priced in and not considerable as causes of force-majure.
We do provide a property for rent. It's not our business to know where the tenant lives and how they plan to travel to the selected location; therefore, we cannot be responsible, and this would be not a reason to cancel a get refunded.
those are risks which make the travel insurance companies' business.
Please be advised that the marketplace, neither the Rental or Manager and the Ultimate Owners of the Property accept no responsibility for personal injury, loss or damage to renters/visitors' vehicles, property or articles whilst on these premises, regardless of how caused if not due to a direct fault. Please particularly ensure safety precautions relating to swimming pool (it is accepted by Tenant that there are no safety railings surrounding the swimming pool) and that the swimming pool plant room contains dangerous chemicals and machinery.
Additionally, we and the owner /manager cannot accept responsibility for breakdowns of equipment, Internet connection, TV's etc. which are out with our control. Once reported we will endeavour to affect any necessary repairs as appropriate, as quickly as possible but cannot guarantee third party actions and reaction times.

The providers and marketplace are not responsible for any of the tenant's belongings.

14. Additional Services

Hedo Villas marketplace offers any additional services during your stay. The best professionals are offering many services to satisfy any needs along the stay.
All the contracted services, as well as the properties listed on Hedo Villas marketplace, are provided by different professionals and they are the responsible to deliver according to the obligations met. Hedo Villas is not responsible for any of the services contracted on the marketplace but we work hard to include only very reliable provider.
To add-on any additional services would not constitute a package of rental with services. We just provide you a trustable service provider as a tool to set up your bespoke holiday.

15. General application of the present terms and conditions

The provider must to produce and communicate to the guests/customers their own "terms and conditions" document attached to the offer, otherwise the contract is ruled by the terms and condition stated on this entire document.
You may not transfer your Booking or any rights and responsibilities under these Booking Conditions to any other person, without our prior written consent by the provider.
These Booking Conditions, together with the Quote, the Cancellation Policy and our confirmation email contain the entire agreement between the suppliers and the guest/tenant relating to the Booking and supersedes any previous agreements, arrangements or discussions.

15.1 Electricity and pool heating

Electricity allowance is equal to 25 euros per day on average along the stay. When the consumption is in excess of that allowance, the extra consumption will be charged at 0.30 euros per kWh and can be deducted from your security deposit.
The pool heating contributes to the electricity consumption. The damages deposit has to be increased by 60 euros per day when the pool heating will be switched on.

15.2 Noise and damages

The guests agree to respect and not disturbing or otherwise annoy the occupants of neighbouring properties. You also agree to adhere to any specific noise restrictions in place at the property or at the community where the property is located.
The supplier / owner reserves the right to enter the property to investigate concerns relating to the care of the property or disturbances. The supplier is within their rights to request that you vacate the property with immediate effect if it is found to be in a neglected or damaged condition.
The supplier / owner reserves the right to remove the music speaker when the timing or volume are annoying the occupants of neighbouring properties.

15.3 Sofas, linen and towels

Sun cream, fake tan, waterproof make-up and hair dye can all cause permanent damage to the furniture, bedding, linen and towels, and we ask that you take care when using these products.
If damage / staining does occur and the items cannot be cleaned, a charge may be levied from your Security Deposit to replace these items.
The towels, we provide, cannot taken to the beach or those couldn't be cleaned completely. In this case, the costs of replacement would be charged on the damage deposit.

15.4 Smoking

Please note that, unless otherwise advised, all the properties are non-smoking. Should you fail to adhere to this condition, you may forfeit the Security Deposit or even be evicted.

15.5 Pets

Pets are not admitted if not differently stated by the owner.

15.6 Jacuzzi e pools

Using cream, lotions or not taking appropriate showers before bathing could results in turbid water. The needed treatment of the water would be charged accordingly to the price charged by the professional involved.
It is mandatory to take a shower before entering the pool or hot tubs.

15.7 Alarm

The alarm system, when not used appropriately could cause false alarm call involving the owner, private guards and even the national police. The owner reserves the right to charge the tenant for any intervention needed and caused by abuse or inappropriate use.
The use the alarm could be required as mandatory and leaning the house without connecting the alarm and closing all the doors and windows could cause the immediate termination of the rental contract caused by the tenant fault and no refund would be granted.

15.8 Interventions caused by the tenant

The owner must intervene promptly for any problem arising and those interventions are free of charge when not caused by the tenants. The owner reserves the right to charge the tenants for any costs related to the intervention produced by an inappropriate use of the appliances, tolls, amenities.
Please be advised that the Rental or Manager and the Ultimate Owners of the Property accept no responsibility for personal injury, loss or damage to renters/visitors' vehicles, property or articles whilst on these premises, regardless of how caused. Please particularly ensure safety precautions relating to swimming pool (it is accepted by Renter that there are no safety railings surrounding the swimming pool) and that the swimming pool plant room contains dangerous chemicals and machinery.

15.9 Check-in and check-out procedures

The check-in and check-out timeframe are detailed above at the article 4.2 and 4.3. for more details please refer to the Check-in section.

ABOUT THE CHECK-IN