

Conditions and Regulations

We remind you that the apartments are family apartments for families or people over 25 years old. Minors under 25 years old who are not accompanied by their parents cannot Check-in. If the apartment is going to be occupied by young people under 25 years old, they will not be able to formalize the Check-in or access the apartment and the amount paid for the reservation will be retained as damages in the “Non-Refundable” rate and one night in the “standard rate”. This document represents the confirmation of the reservation of tourist housing rental for the period, amount and occupants specified above.

GENERAL CONDITIONS OF RESERVATION CONTRACTING

1. ACCEPTANCE.

Making any reservation implies acceptance of these general conditions.

2. USER.

The reservation must be in the name of one of the occupants of the apartment who is of legal age. If this is not the case, they will still assume responsibility for registering all occupants and will be responsible for the accuracy of the data entered and for all occupants.

3. PREPAYMENT.

The system requires a payment or guarantee by credit card. If the payment is not received as a guarantee, the reservation will be automatically considered cancelled. The remaining amount must be paid at the time of key delivery, either in cash or by credit card. In case of cancellation, the same percentage paid in advance will be charged as cancellation costs, or depending on the channel, the prorated cost of one day of the stay, provided that the reservation is cancelled within the 7 days prior to the arrival date.

4. RESERVATION.

Your reservation can be made by phone, e-mail or directly online on our website. The reservation will be completed when the user receives the reservation confirmation with the locator number by email.

5. DATA.

All data entered by the user is stored on a secure server. We guarantee that access to this information is exclusive to reservation and reception staff, for internal communication actions during your stay and will only be used for the purposes of the reservation itself and to inform the client about future promotions and offers.

6. OCCUPANTS.

The client may only accommodate the maximum number of people defined in the characteristics of the apartment and the contracted rate.

7. CLEANING.

The apartment will be made available to the client in proper cleaning conditions. The client agrees to leave the apartment in reasonable cleaning conditions, without rubbish or food remains.

8. EQUIPMENT.

The client agrees to leave the apartment with the same conservation conditions of furniture and equipment as found upon arrival.

9. MODIFICATIONS.

We reserve the right to change the contracted apartment for one of similar or superior characteristics in cases of force majeure such as occupancy or damage occurring after the reservation date. These changes will not entail any cost for the client.

10. GUARANTEE.

The client will leave a deposit or guarantee upon arrival for the amount specified in the reservation.

11. NEIGHBOURS.

All occupants agree to respect the rules of the Community of Owners and Municipal Regulations, avoiding disturbances and respecting the rest of neighbours by not making excessive noise or playing music at inappropriate volumes. We reserve the right to cancel this contract immediately and without compensation in case of serious breach of these rules.

12. ASSISTANCE SERVICE PHONE NUMBER.

The assistance and maintenance service phone number is: **977380201**, in accordance with art.221-2.6 of Decree 75/2020 of Tourism of Catalonia and Fiscal Ordinance number 11 of the City Council of Salou. In case of needing ON-SITE ASSISTANCE during night hours from 22:00 to 08:00, the service cost is **120€ VAT included**, payable before departure through the payment link sent from our web application. Arrival time may vary between **20 and 45 minutes**. INCLUDED cases: LOST KEYS, LATE ARRIVAL WITHOUT PRIOR NOTICE, and negligence of the tenant. EXCLUDED cases: APARTMENT CHANGE, MINOR BREAKDOWNS within community areas, parking and apartment. FORCE MAJEURE cases exempt payment.

13. DEPARTURE.

The client agrees to vacate the apartment and return all keys before **10:00** on the day

of departure. Delays will incur a penalty of **20€ VAT included per extra hour**.
Exceeding the Late Check-Out limit will incur double the prorated daily rate.