



# Rental Agreement

For your amazing Marbella holiday!

*Welcome to our personally owned Marbella properties. We want to every guest to have a ★★★★★ five star experience with everything exactly as you expected!*


*Please tell us your special needs and take time to read our listing, look at the floor plan, talk with us before you instant book – especially for a longer stay!*


# Rental Terms and Conditions


NO INSTANT BOOK PLEASE FOR STAYS OVER 14 DAYS.


We would like to chat with you FIRST to these special long term rules, in addition to our general house rules as stated on your booking platform.


## Highlights


 CHECK IN – during afternoon hours, cutoff time 8 pm = 7 pm arrival at Malaga airport or train station. Please plan to spend about 20 minutes to get oriented, get set up on the internet and TV, and for us to show you how things work.


 CANADIAN GUESTS arriving on the early TRANSAT flight – recommended to book an extra half day so you can get the keys straight from the airport when you arrive!

 CHECK OUT – 10 am with luggage (no luggage storage room) – book an extra half day if you'd like to leave later.

 SECURITY DEPOSIT 10% of your contract must be paid before arrival and will be refunded within 7 days if all rules respected and no damage done

 EARLYBIRD BOOKINGS – booking a long time in advance? a 10% cancellation penalty applies for holding the dates over 8 months, only to cancel closer to your stay.

 QUIET COUPLES ONLY – our neighbors live and work here year round we screen our renters accordingly.

 NO SMOKING - inside or out - you may not smoke on the terrace



**NO VISITORS** – only the paying guests who have registered their passports, may enter the building, gardens or apartment. Do you have friends nearby? Please socialize at their place or in restaurants/bars nearby!



**NO PETS**



**ELECTRICITY** - Your price includes a daily allowance of 4 euros per day, usage above that billed at cost at the end of your stay.



**PLEASE READ WHAT FOLLOWS** - make sure you agree with everything! Security deposit, cancellation terms, owners visit, mid-stay cleaning, maintenance procedure ,etc!



**LONG TERM STAYS – SPECIAL CONDITIONS APPLY!**

Including:



Mandatory mid-stay clean and sheet change every 10 days (charge will be added to your rental price) see details below



During long stays, owner reserves the right to access the apartment once every 2 weeks in case of an inspection or maintenance need, regulatory or community visit, realtor visit. We always try to time the visit with a cleaning visit, to minimise disturbance.

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## CAPACITY

Maximum capacity depends on # of beds.

Sleeping on the sofa is not allowed.

Children and infants: please include in the guest count, extra fees and conditions apply.

## SECURITY DEPOSIT

A security deposit of 10% will be taken on arrival day and refunded within 7 days of departure by Airbnb resolution request.

This is an apartment rental not a hotel. If you break something, please work with us to fix it or make an insurance claim. Please let us know as soon as possible and work with us to make a claim.

## EARLYBIRD - CANCELLATION PENALTY

For bookings over 8 months ahead of time, a cancellation penalty of 10% applies if you hold our dates for most of the year only to cancel closer to your stay. Ask for exact details depending on the length of your reservation and lead time of your booking.

## COMMUNICATION

These are private, residential communities with no front desk or 24 hour concierge service. We will need to communicate with you to provide instructions and information about your stay!

Airbnb guests – please use AIRBNB as a first choice for ALL communication during your stay. Airbnb has excellent translation, and several people on our side monitor your messages to give you the fastest response.

VRBO guests, use VRBO messaging! Please check VRBO messages are not going to your spam.

Please try to wait until daytime hours, Madrid time zone, for non urgent questions by whatsapp or telephone.

We will provide a comprehensive guidebook please plan to spend 10 minutes looking through it so you know how everything works and can troubleshoot by yourself during your stay!

## INCLUDED IN YOUR PRICE:

The website published fee is the base fee for 2 people, one 160cm bed made on arrival, 3 towels per person.

ENTRY and EXIT Clean Your initial cleaning fee includes entry clean, bed made on arrival, towels for 2 people, one extra set of Ikea quality sheets left in the cupboard.

Welcome / key service : we send someone to meet you and show you around on arrival, during afternoon hours. Cutoff time 8 pm.

VIDEO CALL assistance during your stay daytime hours 7/7. We usually respond to Airbnb messages within an hour. If 24 hour concierge service is required ask when you book, extra fee applies.

Electricity usage allowance of up to 4 euros per day = reasonable use of heating, air conditioning hot water and appliances. Usage above 4 euros a day will be billed after your stay at cost.

WIFI with dedicated 250mB access point and Smart TV with Netflix. No cable or satellite channels. Living room TV does not have an accessible HDMI connection. Devices can be connected to bedroom TVs.

## EXTRA FEES

Extra Mid-stay cleaning service 90 euros (no laundry included) (mandatory every 10 days)

Extra Guests –Extra guests are not allowed

Extra sheet change add 25 euros per bedroom 2/people linens

Extra cleaning required on departure : Our entry cleaning fee is based on the “courteous guest” principle, ie, apartment left close to the way you found it. Extra cleaning will be billed 25 euros per hour, for each hour started. Examples of extra cleaning: doing dirty dishes, removal of multiple trash bags, removal of large quantity of food in the fridge, burned and soiled stovetop, spills inside of oven or microwave.... .

### Electricity consumplon:

Your price includes an allowance of 4 euros per day which is enough for all reasonable usage of appliances, hot water, heat and air conditioning. The real cost for consumplon over 4 euros per day will be billed at cost.

Money transfer : if you book directly, all money transfer fees are at your charge. Credit card payments add 4%.

Call-out to the property – concierge service for issues during the stay that could have otherwise been fixed by video call: 30 euros per call out + 20 euros per hour  
24 hour concierge on-call assistance extra fee, ask when you book.

SMOKING, STRONG COOKING ODORS or pet hairs

300 euros to allow for deep cleaning of the upholstery, carpets, and curtains

### LOST KEYS

If you lose the keys or lock yourself out during your stay, you will have to call a locksmith and pay for the service to get back inside. We will assist with communicalon with the locksmith, during daylme hours.

See the guidebook for locksmith contact informalon.

## INTERNET SERVICE LEVEL

We guarantee that the internet installation is as described below and in the VRBO/Airbnb listing:

FIBER OPTIC router from MOVISTAR and Dream Machine LAN system providing up to 250 Mbs per apartment. Wifi speed in the apartments is between 30 and 80 Mbs. This is enough for video streaming, video calls, gaming. We don't guarantee an exact internet speed, because this depends on many factors including your own devices. Connection with a cable is possible if you have intensive needs, this provides higher speed, please bring your own connection cables.

We can not take responsibility for outages or slow-downs, or electrical outages in the building or neighbourhood that are out of our control. This is a beachfront community with older buildings and occasional electricity outages are possible without warning. This does happen during stormy weather but can occasionally occur at other times.

There is backup, free community wifi in the community plaza 24/7 and community

lounge (weekday mornings), it is slower and we don't control this service so we can't guarantee how it functions.

We always recommend that you have a data package on your phone.

We don't guarantee 24 hour immediate assistance for breakdowns that are out of our control. We don't take responsibility for missed income due to an internet outage. If you rely on internet for work during your stay please have 5g backup on your phone.

## TV

Television (news, local channels) is in SPANISH.

**We do not have TV in English or other foreign languages, no satellite or Cable TV.**

The smart TV is also connected to the internet. We will provide a NETFLIX account or you can use your own. You can bring your own streaming device to attach to the HDMI port of the TV.

Please learn how to set up your device before you leave home. We are not TV experts, we can try to help, but we can't send a specialist to help you get configured with your streaming or national channels.

## PARKING

The community has a gated parking lot with approx 90 spaces for 250 apartments.

**There is no dedicated space. Finding a space inside the gates is usually possible but not guaranteed.**

Busy times are school holidays and sunny weekends when our Spanish neighbours use their beach apartment.

If the parking lot is full, you must park your car in the street. We will provide tips for the best place to park. Street parking is free of charge and it is usually easy to find a space nearby, except in summer and especially August.

Please respect the instructions of the parking guard. The guard reserves the right to refuse access for any reason, in this case, please park in the street.



## POOL

The community gardens will be open, but the pools are open seasonally in warmer months, ask your host for the schedule. Generally open from April to November.

## MOBILITY

Our apartments are \*not\* adapted for mobility challenged guests. Guests should be able to climb/descend a few flights of stairs in the chance of a temporary breakdown of the lift. All properties have steps and uneven pavement around the pool and garden areas, and uneven sidewalk pavement in the neighbourhood.

## SAFE

We provide a safe, and you agree to take full responsibility for the usage. In case of the loss of the key, you will need to call a locksmith, pay for a replacement key, and not hold the owner responsible for any consequences such as missed flight due to passports or valuables in the safe.

We do not guarantee to be immediately available for emergencies with the safe, so please take care with using the safe the night before your departure.

## MID STAY CLEANING

A mid stay cleaning and maintenance visit, done by our cleaning team, is mandatory every 10 days. As of December 2024 the price is 90 euros. We'll bill you after each cleaning is completed.

They will check that everything in the apartment is working, perform any needed or scheduled maintenance, Hoover and clean the surfaces and bathrooms.

This price does not include linen service, washing dishes, or cleaning a deeply soiled oven or stovetop.

If you would like the cleaners to change the sheets and towels please add an extra 25 euros.

We will agree on a day for the cleaners to come, **but we cannot give an exact time for their visit.** They will come between 10 am and 6pm and the cleaning takes about 2 hours. If you are not home they will enter with their key.

## REPAIRS DURING YOUR STAY

If a repair is needed please plan to spend 5 minutes in the apartment on a **VIDEO CALL** with us so we can assist you to fix it. We need to see what you're seeing and understand what you're doing, to fix the problem. 90% of guest issues can be fixed this way.

**We can not solve problems by text messaging,** we need to speak with you and see what is happening.

Should a small amenity need replacing (such as a toaster, tea kettle etc) we may ask you to purchase it yourself from a local store and we will reimburse you for it, instead of trying to repair it or have the property manager bring a new one over.

If something significant breaks down during a long term stay, we will make our best efforts to repair within several working days.

We can not give an exact time the maintenance people will arrive. You do not have to wait for them, unless you want to. We arrange for them to ring the bell first and enter with their key if you are not home.

## OWNER ACCESS DURING YOUR STAY

If you are staying over 2 weeks, we reserve the right to briefly enter the property, every two weeks, after agreeing on a time with you, with workmen or other professionals, for various reasons such as repairs, taking measurements, getting a price quote, performing periodic maintenance etc.

## PETS and ASSISTANCE ANIMALS

PETS are not allowed.

These are community properles that strictly prohibit animals of any kind. Service animals: Spanish law applies to our homeowner communities.

## PRIVACY & CAMERAS

All properles are equipped with a RING doorbell camera which can record video and sound outside the front door.

All properles have community cameras that can record any lme in the common areas, entry halls, parking lot, gardens, street.

These are family communities with neighbours who keep an eye on our apartments and will tell us immediately if loud behaviour or gatherings are occurring.

## PROPERTY USAGE & COMMUNITY RULES

These are residenlal communities with strict rules and neighbours who are vigilant about the usage being made of our apartments.

- No noise music or gatherings in the apartment, no music on the balcony or terrace. No parles or gatherings in the garden or pool area.
- No inviting anyone in the garden, pool, or apartment from outside.
- Do not hang towels on the railings of the building. There are drying racks for this on the terraces.
- Do not sit on the railing or hang over the railing on the balcony.
- Do not reserve sun beds by the pool. Take your towel away if you leave for lunch.
- Do not put belongings or trash in the common areas
- Be sure to close the street door especially at night

# SMOKING, COOKING, VENTILATION

It is necessary to air out the apartment daily, cross ventilate, and air out after cooking and showering.

IF you COOK during your stay: when cooking strong smelling foods like fish, garlic, shellfish - please **cross-ventilate** the apartment during and after cooking to avoid lingering smells in the apartment after your departure.

IF YOU SMOKE, PLEASE DON'T RESERVE THIS PROPERTY

This is a non-smoking property, indoors \*and outdoors\*

Due to the configuration of the apartment, \*you may not smoke on the terrace\*, the smoke blows right back indoors.

If you leave the property with strong smells inside, the fee is minimum 300 euros for (1) performing a full clean and maintenance to air conditioning filters, upholstery, curtains and rugs and (2) extra airing out and cleaning before the next guest arrives. Any damage such as burns on seat cushions will also be charged.

*As non non-smokers*

*We make every effort to give you a smoke-free environment. However, despite our best efforts,*

- *Prior guests might violate these rules before your arrival and it might take a day or two for the odour to dissipate*
- *We cannot control neighbour's behaviour, neighbours might smoke indoors or outdoors, so we cannot guarantee that you will not smell any tobacco smells in the property, gardens, hallway, lift, during your stay.*

## ASSISTANCE AND CONCIERGE SERVICES

We are available 7/7 during daytime hours thru VRBO or Airbnb message and by **video call** to assist you, please use platform messaging to reach us.

**This property does NOT have a front desk.**

We provide a virtual guidebook (translatable and searchable), 99% of guest questions are easily answered in the guidebook! Please plan to spend 15 minutes getting familiar with the guidebook. All guests should install it on their phone. Most guests find answers to every question in our guide!

We are not on call for immediate assistance during the night. You may have to wait until the next morning for assistance. If you require on-call assistance 24 hours, please ask when you book and we will hire someone to be on call during your stay for an extra fee.

## BREAKDOWNS AND REPAIRS

Let us know if something breaks, is missing, or needs fixing! Not so we can charge you, but so we can fix it for you and the next guest.

If you break something large or important, please work with us to make an insurance claim.

Most problems can be repaired within one day. Please try to slack to office hours for non-urgent requests. The lift occasionally breaks down, is usually quickly repaired, but if you have a mobility concern please tell us before your book.

90% of all problems can be resolved with a video call. Please plan to spend 10 minutes with us on facelme or whatsapp video, to solve the problem together.

For this you might need 4G coverage to communicate with us, especially if the problem is related to the Wifi service.

We can tell you the day, but not the time the repairman will arrive at the property. We will tell you the day of the intervention, we'll text you if we can before arrival, and we'll ring the bell before entering with our key.

### **NEIGHBOURS and COMMUNITY REPAIRS**

Neighbours or the community can perform renovation works in the off season. **That risk is reflected in your off-season, low price.** They do **NOT** have to provide prior notice! If disturbing renovation works occur during your stay, we will evaluate the situation and allow for you to cancel the remaining nights for a refund of nights not slept.

If you choose to stay in the apartment despite a breakdown or disturbance, that indicates that the advantages of the apartment outweigh the inconveniences you are experiencing, and any monetary compensation is limited at 20 euros per day.

The **LIFT** is due to be replaced and occasionally needs maintenance. It usually gets fixed quickly. However, there is only one lift, so if you cannot climb stairs, please do not book this apartment.