

## Terms & Conditions

**Important:** Please note that guests are kindly asked to inform the key holder of the trip from the moment of departure in case of a delay.

-If you ordered transport to and from the airport please inform the carers that the plane landed and arrange a meeting place and pick-up guests.

-If you are arriving from the airport to the apartment on your own, please contact the carers immediately and determine the approximate time of arrival at the apartment.

\* Key holder and owners are not liable in the absence of contact and information from the guests.

### **Time of check-in and check-out:**

– **Check-in:** from 15:00- the possibility of changing the hour after prior arrangement with the owners of the property.

– **Check-out:** until 11:00 – the possibility of changing the hour after prior arrangement with the owners of the property.

– The person renting the apartment is obliged to inform the owner how many people will be staying in the property during the rental, specifying adults and children along with providing personal data (Name, Surname and age).

The information should be sent no later than 30 days before the planned date of starting the holiday. Unregistered persons are not allowed to stay in the apartment.

In the event that the customer does not comply with the point, the owner has the right to terminate the lease at any time with immediate effect, without the possibility of reimbursement of costs.

### **The apartment is completely non-smoking!**

– in the event of failure to comply with this point, the owner called the landlord has the right to charge the cost of the client called the renter for: washing of beds, sofa bed, renovation of premises, replacement of burnt things and other damage caused by failure to comply with the point. The costs incurred as a result of the damages will be covered from the damage deposit paid by the client called the renter.

### **Animals are prohibited!!!**

### **Smoking is prohibited!!!**

### **Deposit from damage:**

– a deposit is payable along with the rental amount. Amount of the fee is specified in the every single offer on our website.

– the deposit is returned after check-out and checking the property in the same way as it was paid in.

– a damage deposit may be used as compensation for any damage to the premises resulting from the rental.

– the owner has the right to refuse to return the deposit in the event that the apartment was not registered at the rental, for any damage, losing the keys, not paying the final cleaning fee and other damage caused by the tenants.

- the owner has the right to refuse a refund of the deposit if there were people not reported in the apartment when renting, the apartment is prepared for 4 people and only enough people are rented, please comply with this point and do not introduce additional people.

### **Reservation payment:**

-The fee for renting the apartment is payable in two instalments.

The first fee-called a deposit is 30 % of the total lease. The first fee must be paid on the day of booking.

The second fee-is the remainder of 70 % with 100 % paid up to 65 days before the start date of the holiday. 100% of the payment is the cost of renting.

In the event of non-compliance, the owner has the right to terminate the lease, as set out in the following conditions.

-The owner undertakes to send reminder information about the payment date of the remaining 70 % of payments a week before it expires.

### **Failure to observe the payment terms:**

-a customer called a tenant is obliged to settle the payment for the rental of the apartment in a timely manner.

-Where a customer called a tenant fails to comply with the payment terms, the owner called the landlord retains the right to retain 30 % of the deposit paid in respect of the handling charges, the remaining amount of 70 % is returned in the same way as it was Paid.

### **Cancellation:**

– the client called the tenant has the right to resign and refund the costs according to the following rules:

**1). Full refund** – a client called a tenant is entitled to a full refund in the event that cancellation is made up to 60 days before the date of the holiday.

**2). 50% refund** – a client called a tenant is entitled to a 50% refund of the amount calculated from the full rental amount less a damage deposit if the cancellation occurs between 59 to 45 days before the date of the holiday start.

**3). No refund** – in the case of resignation filed for 44 days and less before the date of commencement of leave, the owner called the landlord has the right to refuse reimbursement of 100% of the rent paid by the client called the landlord.

**4). Cancellation due to COVID 19** – The date of cancellation in accordance with the regulations will be taken into account. In case of resignation less than 60 days before the start of the holiday, the customer will receive a proposal to change the holiday date or voucher with a validity date maximum of 1 year from the date of issue. The condition for using the option to change the date or the voucher is to pay the full amount of the rental. Refusing to get tested or vaccinated for Covid is not reason for cancellation.

### **Final cleaning:**

– at the time of check-in and receipt of the keys to the property, the client called the tenant is obliged to pay the final cleaning fee of the property, in the amount specified in the every single offer on our website.

– if the payment is not made within the set time, the person who issues the keys and takes care of the apartment has the right to refuse to hand over the keys.

– in the event of not using the above points taking into account the rules of registration and the final cleaning fee, the owner called the tenant has the right to charge the client's costs known as the landlord, which will be deducted from the damage deposit.

**Additional information:**

- Keys: the customer receives a set of keys at the time of check-in and pay the final cleaning fee. The customer becomes responsible for them when picking up the keys. The keys cannot be copied, lent or destroyed. Please take care of the keys very responsibly. In the case of lost keys, the owner reserves the right to charge the client costs that will be deducted from the deposit paid from damage in the amount of 75 €.
- Freeze keys in the apartment – 10 € payable at the time of opening the door. In the event of non-payment, the owner reserves the right to deduct costs from the deposit paid from damage.
- Access on request or through fault of the client
- in the event that the apartment keeper will be forced to come to the property through the fault of the client, the customer is obliged to pay a fee of 10 € immediately. The fee should be settled on the spot when the guardian arrives, in case the payment is not settled, the owner has the right to take the equivalent of the amount from the deposit paid from the damage.
- Caring for cleanliness in the apartment and in the resort
- we are asking for cleanliness in the resort and apartment. Do not dispose rubbish and other things on the balcony and in the resort. Please clean after yourself and comply with the apartment and resort regulations. Remember that apart from people who spend their holidays there are also people who live in the resort permanently.

**Transport from / to airport:**

- the rental price does not include the fee for transport from / to airport. The transport fee is payable on site on external company the organizes transport.

The cost of transport is:

Alicante – 65 €

Murcia International – 65 €

\* Price is for one way for all guests.

\* If will be more like 4 people, please contact with us.

**Urszula Pomykała**

**Dream Holiday 4 You**

**Registered Number 3958409G**

Riverside Grove, Newbridge, Co. Kildare, Ireland

Phone: +353 87 140 2555

[Dream.holiday4you@gmail.com](mailto:Dream.holiday4you@gmail.com)