



Rental conditions GRAN ALACANT RENTAL SERVICE S.L.

When you rent a house, you confirm to agree with the next conditions.

### **1. To make the reservation**

1.1. You can make the reservation by phone, internet or in our office in Gran Alacant. This way of making the reservation, is for you and GRAN ALACANT the reservation is definite.

### **2. Reservation cost**

2.1. For each reservation, GRAN ALACANT charges you 20 Euros.

### **3. Reservation and payment**

3.1. For each reservation you make, GRAN ALACANT will send you a confirmation by email or post.

3.2. From the day you received the confirmation, you have 7 days to pay 20% of the rental price and the total amount of the reservation cost (20 Euros). The other 80% of the rental price, cleaning cost, linnen service, deposit and other costs as hiring a baby bed, a baby chair, etc. have to be paid at least 6 weeks before the start of the rental period. When you make a reservation within those 6 weeks, you have to pay the total amount at once.

3.3. When you make a reservation 6 weeks or less before the start of the rental period, you have to pay the total amount by bank. After payment we like to receive the receipt by email (reservas@granalacant.nl).

3.4. When you not pay at time, GRAN ALACANT has the right to cancel the reserved house. See the cancellation conditions in article 5.

### **4. Time to cancel**

4.1. You have 7 days, counting from the reservation date, to cancel the reservation. The cancellation has to be made by phone and/or email. When you cancel the reservation you own always the reservation cost of 20 Euros to GRAN ALACANT. After receiving this amount, GRAN ALACANT send you a confirmation of the cancellation.

4.2. When you want to cancel the reservation after those 7 days, see the conditions in article 5.

4.3. When you make a reservation in less than 6 weeks before the start of the rental period, you can not use the cancel time of 10 days. GRAN ALACANT proceeds than the conditions in article 5.

### **5. Cancellation by the renter**

5.1. Cancellations have to be communicated to GRAN ALACANT by phone and/or email. After this writing, GRAN ALACANT, send you a confirmation of you cancellation.

5.2. When you want to cancel the reservation between 7 days after the reservation date, see the conditions in article 4.

5.3. When you want to cancel the reservation after 7 days of the reservation date and 6 weeks before the start of the rental period, GRAN ALACANT will charge you 30% of the rental price and the reservation cost of 20 Euros.

5.4. When you want to cancel the reservation between 6, 5 or 4 weeks before the start of the rental period, GRAN ALACANT will charge you 60% of the rental price and the reservation cost of 20 Euros.

5.5. When you want to cancel the reservation less than 4 weeks before the start of the rental period, GRAN ALACANT will charge you the entire rental price and the reservation cost of 20 Euros.

## **6. Cancellation by GRAN ALACANT**

6.1 When GRAN ALACANT has to cancel for any reason the reservation, they will inform the renter right away and if it is possible give another alternative. In case that the renter does not except the alternative or GRAN ALACANT can not give an alternative, GRAN ALACANT will pay back all the money, already payed by the renter. The renter does not have more or less rights.

6.2 When GRAN ALACANT has to cancel the reservation in less than 8 days before the start of the rental period and they do not have an alternative, the renter has the right to receive a compensation of 125 Euros for each reservation.

6.3 Article 6.2 does not threat the reservations made 6 weeks or less before the start of the rental period.

## **7. Changes made by the renter**

7.1. When you decide to change the reservation to an other house or you want to change the rental period, than is this possible, under condition, in communication with GRAN ALACANT. In 24 hours, GRAN ALACANT will communicate you if there is another house or an other rental period available. To make the changes, GRAN ALACANT charge 15 Euros.

## **8. Responsibility of the renter**

8.1 During your stay in the rented house, as renter you have the total responsibility for the house, the installation and all the equipment which make part of the rental. Damage made by the renter or his companions, has to be payed right away to GRAN ALACANT. The renter is also responsible for other costs, such as electricity etc. GRAN ALACANT has the rights to claim the renter when all damage or part of the damage is not payed. All the costs of the claim are the responsibility of the renter.

8.2 The house rules in the rented house or given by GRAN ALACANT are part of the agreement and have to be respected.

8.3 The amount of persons allowed in the house, mentioned in the description of the house, has to be respected. When you exceed this amount, GRAN ALACANT has the right to refuse you the entrance in the rented house. When you want to invite friends during your stay, then is this possible in communication with GRAN ALACANT.

## **9. Responsibility of GRAN ALACANT**

9.1 GRAN ALACANT is not responsible for any kinds of lost, robbery or damage, to or made by the renter.

9.2 Faults in the descriptions or in the prices of the accommodations offered by GRAN ALACANT, does not binds GRAN ALACANT.

9.3 GRAN ALACANT is not responsible for damage caused by nature, nature disasters, attacks, strikes, violence or contact by air transport or pieces of air transport.

9.4 Not all facilities such as sport facilities, swimming pools, restaurants and shops, mentioned in the description of the house, are open all year long. GRAN ALACANT is not responsible for the facilities who were not available for any reason during your stay. The use of the facilities is on own risk.

9.5 It is possible that during your stay are "works" going on such as constructions on the road or build constructions. You will understand that we are not responsible for any kind of bother such as noise etc. We do not have any authority to stop those kind of works.

9.6 All the agreements and contracts made by the renter and GRAN ALACANT, are directed by the Spanish law. All kind of conflicts which may be occur, will be send to a qualified judge in Alicante.

## 10. Complains

10.1 Although our concerns, it is possible that you have a complain. You have to communicate this complain in 24 hours after your arrival to GRAN ALACANT. In most of the cases, there is a reasonable and acceptable solution.

10.2 If you are still not satisfied with the solution, after communicating the complain with GRAN ALACANT, you have to communicate the complain motivated and by writing to GRAN ALACANT at least 2 weeks after the rental period. Complains communicated more than 2 weeks after the rental period will not be accepted and do not give any other rights to the renter.

10.3 When you decide to occupy any other vacation house not offered by GRAN ALACANT or without any communication with GRAN ALACANT, it does not give you any right to any compensation.

10.4 GRAN ALACANT has the full responsibility of the rental price.

## 11. Insurance

11.1 It is your own responsibility to take a cancellation and/or travel insurance.

## 12. On arrival

12.1 On your confirmation you find the date of the rental period of the house which you rented by GRAN ALACANT. Check this carefully! You can enter your house on the first rental day between 3.00 pm and 9.00 pm. On the last day of your rental period, normally you have to leave the house before 10.00 am. If possible, other hours are possible in communication with GRAN ALACANT. After 9.00 pm it is not possible to arrive any more.

12.2 You have to pay a deposit. Because GRAN ALACANT does not have the possibility to check the inventory and house together with you, they will pay you the amount back by bank in 30 days after departure. From the total amount they will discount the cost of the electricity. If GRAN ALACANT has to make extra costs for extra cleaning or repair damage made by the renter, they will discount this also from the deposit and send more information about this by writing. The amount of the deposit you find on your confirmation.

12.3 You are responsible for the daily cleaning of your house and have to leave the house in decent conditions, without leaving garbage or dirty dishes. When you leave garbage and/or dirty dishes, GRAN ALACANT will charge 15 euros.

Bankgegevens/datos bancarios/bankdetails:  
Spanje/España/Spain: 2077 0512 2931 0106 5392  
IBAN: ES85 2077 0512 2931 0106 5392, BIC: CVALESVUXXX, Bancaja Santa Pola  
Nederland/Holanda/Holland: 112989403, IBAN NL72RABO,  
BIC: RABONL2U, Rabobank De Goorn.

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