

## Welcome to CostaBravaforrent (CBFR)

### RENTAL PRICE

#### 1.- The rental price includes:

Internet WI-FI

Welcome Equipment (kitchen and bathroom amenities)

The final cleaning and laundry

Sheets

Towels (1 bath and hand towel per person)

Cloth and kitchen rag

Normal consumption of utilities (periods less than 30 days)

#### 2.- It also includes:

Welcome to the Costa Brava in English, French, Catalan or Spanish

Instructions Manual of the equipment of the property booked

Information about the town main services

Tourist attractions/places of interest in Costa Brava and L'Escala

Restaurants suggestions by **CBFR**

Information on activities and visits selected by **CBFR**

8/7 Advice

8/7 Maintenance Assistance

#### 3.- You can also request:

Travel Cot

Without extra cost

Baby chair

Without extra cost

Extra set of Bath towels (2 pieces)

5€ per set

Extra set of Bed linen

5€ per set

This optional or extra equipment must be requested by email when booking.  
Otherwise, CBFR cannot guarantee its availability.

Daily or weekly cleaning service

Prices on request

Daily or weekly laundry

Prices on request

These services can be arranged upon arrival.

## PROPERTY BOOKING PROCESS

- Payments. It is needed to make two advanced payments:

1.- Advanced payment of 30% of the rental price when booking. Payment Methods:

- Online in our site [www.costabravaforrent.com](http://www.costabravaforrent.com)
- With credit card. You must provide us the 16 card numbers and its expiration date.
- Bank transfer to Costabravaforrent SC

2.- Advanced payment of the 70% remaining, 60 days before your arrival. Payment Methods:

- With credit card. You must provide us the 16 card numbers and its expiration date.
- Bank transfer to Costabravaforrent SC

The data needed to make a bank transfer to Costabravaforrent SC are:

IBAN: ES30 00492794362214128687

SWIFT: BSCHEMMXXX

Holder: Costabravaforrent SC

Bank: Santander Bank

Address: c/Maranges, nº16 17130 L'Escala-Girona

Please send the bank transfer clip to [info@costabravaforrent.com](mailto:info@costabravaforrent.com). Do not forget to specify the dates of your arrival and the name of the property.

- Late bookings. In cases where the booking is made within 60 calendar days before the check in, the Advanced Payment will be made for the 100% of the rental price.
- Cancellation insurance. We recommend hiring a travel cancellation insurance. You can do it, if you wish, on the home page in our website.
- Booking confirmation. Your reservation will be confirmed when CBFR send you an email confirming the reception of the first advanced payment.
- Information. The booking confirmation email will provide you the information concerning your booking and the arrival procedure.

## CLIENT CANCELLATION POLICY

- Writing notice. The customer who wants to cancel his reservation must notify it by mail or email.
- Date of entry. The date of cancellation will be the date of entry of the notification sent by the client.
- Cancellation fees. Cancellations fees are calculated over 100% of rental price according to the notification's arrival date (n.a.d.):

30%	when the n.s.d. is more than 60 days before the check in.
70%	when the n.s.d. is from 60 to 30 days prior the check in.
90%	when the n.s.d. is from 30 to 15 days prior the check in.
100%	when the n.s.d. is within 15 days before the check in.

- Cancellation insurance. We recommend hiring a travel cancellation insurance. You can do it, if you wish, on the home page in our [website](#).

## CBFR CANCELLATION POLICY OR AN ALTERNATIVE ACCOMODATION

- If **CBFR** be unable to provide the client the property he has booked, **CBFR** will notify the customer by offering another property with similar features. Failure to agree will be refunded the full amount paid.

## DEPOSIT & GUARANTEE

On arrival you will be required to provide a valid credit card number in order to ensure the property and its contents are returned in good condition.

Please note that by accepting our Terms and Conditions, you agree that any damages caused by you or your party will be charged in your credit card, as well as the amount referred to the management costs of any incident caused.

In case of any damage or incident, **CBFR** will send you the bills of the repair. The management fees per hour of **CBFR** are 25€ plus VAT.

Upon arrival at the property, you have 8 hours to inform **CBFR** of any incident or claim that you deem relevant. You can inform **CBFR** by email, WhatsApp, SMS or in person at its office.

## NUMBER AND IDENTITY OF GUESTS

- When booking, the client shall provide the personal data of all the guests (name, gender, date of birth, identity card and nationality). For those under 17 the ID is not mandatory.
- **CBFR** will provide this personal data to the National Police in order to comply with the Article 12.1 of the Organic Law 1/1992 about the protection of citizen security.
- The number of guests using the property must not exceed the assigned number, except in the case of children under 3 years. In the event of any infringement of the aforementioned obligations, **CBFR** at its sole discretion shall have the right to ask the client to leave the property, and the client will not have the right to any kind of compensation.

## ARRIVAL

### Preparing for arrival

- Along with your booking confirmation, **CBFR** will provide you the details of its office as well as the telephone and the email address of your host.
- Please announce your host the expected arrival time and any other information deemed appropriate.

### The day of arrival

- Arrival procedures will be carried out at the **CBFR** office.
- Welcome is between 5pm and 9pm.
- Early arrivals. Please contact your host to check if it is possible to arrive earlier.
- Late arrivals. Your host will also welcome after 9 pm.

## DEPARTURE

### Departure from the property

- Departures must be before 10AM. Any unauthorised departures after 10AM will be punished.
- Our check-out agent will assist you at **CBFR** office to collect the keys between 8am and 10am.
- Early departures. If you like leave the property before 8am, your host will explain you the way.
- Late departures. If you like a later departure please ask to your host if it is possible and the cost.
- Taxi service. Please ask for this service if you need it.

## Property conditions before departure

- The day of departure you must leave the accommodation in reasonably clean conditions (swept and tidy).
- The kitchen must be ordered with the dishwasher empty and clean dishes.
- You should throw the rubbish out.
- In case of accommodations with board games, we ask you to leave those also ordered.
- The economic penalty for not complying with these regulations shall be equal to the normal cost of cleaning its accommodation.

At the expiration of the contract, the lessee is obliged to vacate the house, leaving empty of personal objects and available to the lessor. The failure to leave the property in a timely fashion will require the tenant to meet by way of penalty, the amount corresponding to three times the daily income corresponding to the rate published on the Web of **CBFR**, payable for weeks due to the free availability of housing by the landlord that be independent and therefore compatible with the exercise by the landlord of the legal actions required to obtain the forced eviction.

## PETS

- ~~Not all the accommodations accept pets. Ensure before to book your accommodation.~~ **Note that, even if they will be accepted only, ensure before to book your accommodation.** It will always be an extra cost per pet allowed of 20€.

## BEHAVIOUR

- **It is essential to respect the rest of neighbours.** Celebrations after midnight are strictly prohibited. Guests staying in a **CBFR** property should know that loud music, or neighbours calling the police, may lead to being immediately asked to leave the property, regardless of the time of day or night.
- **Parties are forbidden.** The use of the property and its environment for any kind of party is expressly forbidden.
- **Celebrations.** The client must obtain express authorisation from **CBFR** if they wish to hold a celebration with a number of attendees which is superior to the capacity of the property.
- **Breach of agreements.** The client, upon signing the check-in contract, will be responsible for correct behaviour on behalf of all attendees. If this person, or any other attendees accompanying them do not behave in an adequate and responsible manner, **CBFR** reserves the right to ask the client and any attendees accompanying them to leave the

property without being entitled to any kind of future compensation. This will also lead to the loss of rent paid and the refundable security deposit.

## RESPONSIBILITIES

- Neither **CBFR** nor the property owner may be held liable for any direct or indirect damages that may occur as a result of use of the property by the client, including without limitation: damages, security, loss due to fire, theft or criminal behaviour.
- In the event of any infringement of the aforementioned obligations, **CBFR** at its sole discretion shall have the right to ask the client to leave the property, and the client will not have the right to any kind of compensation.

## NON-SMOKING PROPERTIES

Thinking on the next customers and their children, it is not allowed to smoke within the accommodation. You can do it in the terraces or in the garden.

## TOURIST TAX

- The Government of Catalonia has established a tax on overnight stays, in force as from 1st November 2012.
- The tax of 0,45€ per person per night, for a maximum of 7 nights is not included in the rental price of the property, and must be paid to the check-in agent. Young people less than 17 years old are exempt. For more information, please see the [official page of the Government of Catalonia](#).

## LEGAL NOTE

Access to any information published on this website is subject to the acceptance of these general conditions. All bookings are dependent on the availability on the property and the receipt of an email confirmation from the client.

Have a nice holiday!!

March 2015

**CBFR ... COSTABRAVAFORRENT SC**