

Season 2021

15/11/2020 - COVID-19 Cancellation Policy

As a result of the declaration of **COVID-19** as a pandemic by the World Health Organization (WHO), Costabravaforrent offers to all those clients who are affected, the possibility of **cancelling, without penalty**, their bookings made for this **season**.

Extenuating circumstances:

1. Reasons of direct or immediate family infection (medical certificate, visa)
2. Government restrictions on movement (Decree Law of country of residence)
3. Recommendations World Health Organization (WHO) contrary to movement between the country of residence and the Spanish State

Note: The final assessment to determine if it is a COVID cancellation will be considered within 30 days before the arrival day.

Welcome to Costa Brava for Rent (CBFR)

RENTAL PRICE

1.- The rental price includes, in addition to the enjoyment of the property and possible common elements, the following:

Sheets, towels, kitchen linen and sofa cover.

Internet WI-FI

Basic cleaning equipment for kitchen and bathrooms

(toilet paper and kitchen paper, waste bags, cleaning cloth, scorer, washing machine soap, dishwasher, and hand soap)

The final cleaning services

The final laundry for sheets, towels, kitchen rag and sofa cover.

For rentals less than 30 days, it also includes the normal consumption of supplies.

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 |

(Note: 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 |

(Note: 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 [WEB](#)
- Bank transfer to Costabravaforrent SC
- Payment button. We send you a link to pay online with a credit card.

2.- Advanced payment of the 70% remaining, 40 days before your arrival. Payment Methods:

- Payment button. We send you a link to pay online with a credit card.
- 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:	Ave Maria Avenue, number 15 17130 L'Escala-Girona

Please send the bank transfer clip to 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 40 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 in writing, by 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.). The % that will be applied on the rental price will be:

30% When the N.A.D. is more than 40 days before the check in. 70% When the N.A.D. is from 40 to 15 days prior the check in. 100% When the N.A.D. is within 15 days before the check in.

CBFR CANCELLATION POLICY

- 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.

CBFR will manage the incidents and will communicate the work carried out and the invoices attended to. All communication will be made by email to the address you have provided us.

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 (info@costabravaforrent.com), WhatsApp, SMS or in person at its office.

NUMBER AND IDENTITY OF GUESTS

- Once **CBFR** confirms receipt of the 1st payment, you must provide us with a **copy of the passports or identity documents** of all elderly and minor guests.
- **CBFR** will provide this personal data to the Autonomous 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, if you communicate it in advance.

DEPARTURE

Departure from the property

- Departures must be before 10AM. Any unauthorised departures after 10AM will be punished.
- You must bring the keys to the **CBFR** office, where a member of their team will collect them.
- **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.

How should you leave the accommodation?

- The day of departure you must leave the accommodation in reasonably clean conditions (swept and tidy).
- Sheets should be removed and left folded on the beds and towels in the bathtub.
- The kitchen must be ordered with the dishwasher empty and clean dishes.
- You should throw the rubbish to the containers before leaving the accommodation. Remember: organic, plastic, paper, glass and waste.
- In case of accommodations with board games, we ask you to leave them 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.**
- When enable, **they will be accepted only under request and express writing approval.** In case of acceptance, there will be a surcharge of 20€ when the accommodation is an apartment and 40€ when it is a house. Furthermore, in these cases, CBFR reserves the right to request an Additional Guarantee to the deposit, in cash and up to 300€.

BEHAVIOUR

- **It is essential to respect the rest of neighbours.** Celebrations after midnight are strictly prohibited.
- **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.** Failure to comply with this Regulation, **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 or Additional Guarantee.**

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.
- The tax of 1€ 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.

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 2021 !!

CBFR ... **COSTABRAVAFORRENT SC**