



IBIZAVILLA
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Condiciones generales

PRICE

The communicated prices are per week of rental. They include all charges: water, electricity (except for certain villas), gas, and swimming pools products. The house is rented with household linen.

Bedding and towels are changed once a week. They are included in the rental price. However, you will have to bring your beach towels.

The maintenance of the swimming pool and gardens is included in the rental price. At the beginning of the rental, Guests shall receive keys and key ring . The key ring with all keys must be returned on departure. For each missing key or gate opener, a sum of 100€ shall be retained from the Security deposit.

Our prices do not include telephone cost. In period of low and average season, the heating is never included. The heating of the swimming pool, if it is necessary, is not included.

RISKS

Attention: The client should never intervene personally where the pool machinery is concerned.

Use of the pools: the client have to take the necessary precautions when using the swimming pool, and he shall be the only person responsible for any loss, damage, death, or injury resulting from use of the pools particularly young children have to be adequately watched. The intermediary is not held responsible for accidents, whether they happen to the client, his family or his guests. Guests alone shall throughout their entire stay on the estate, have only and exclusive responsibility for their own safety and for supervising and ensuring the safety of any children in all the villa included gardens, terraces, roof, wells and stairs. The owners and Ibizavilla are not responsible of any robberies in the villa; the clients need to have their own insurance to cover any loss.

PERIODS OF RENTAL

Hour of arrival: between 16 H and 19 h. Times of departure: between 8 H and 11 h. If the customer cannot arrive at the date envisaged in your rental, for whatever reason he should imperatively inform the agent as soon as possible or he will lose his reservation. Any interrupted stay for whatever reason cannot lead to a refund.

For a week rental (or less than a week) we ask 1% of a week rental (extra cost)

CLEANLINESS OF THE HOUSE

The house must be left as clean as it was on your arrival. We invite you to be particularly vigilant on this point: on your arrival. Would this clause not be respected, an amount of 150 euro will be deducted, except any previous agreement.

FURNITURE AND DECORATIONS

The clients are not allowed to move any furniture or decorations inside and outside the villa. If this rule is not respected, we will charge the client with 2% of 1 week rental, except any previous agreement.

If there is any damage to the furniture, items or anything else of value in the villa, we will charge the client for the estimated cost to replace it.

DESCRIPTION OF THE RENTAL

The description is joined to the present conditions. The descriptions we receive from the owners are transcribed faithfully into our web page. If in spite of all precautions your rental object does not correspond to the description given, Ibizavilla, as intermediate service agency cannot be held responsible for faults (due to concealment, omission, hidden faults...) or changes made by the owner.

INCONVENIENCES

Neither the agency nor the owner can be held responsible for irregularities and failures regarding the water, electricity and telephone etc. supplies. The same applies to work or different occurrences of private or public nature for which we cannot be held responsible.

ANIMALS

Animals are accepted only if requested and accepted before signing the contract.

PARTICULARITIES OF THE ISLAND OF IBIZA

Ibiza being an island of the Mediterranean, you will encounter water problems. The water is scarce and costly on the island, and very hard, we advise you to buy bottles of 8 or 5 liters for the kitchen and consumption. Please don't waste water. Some houses include in the rental 1 tank of drinking water per week (10 000 liters). Waste-bags should be disposed off in the containers (grey, green), which you will find along the roads. In case you will not put the rubbish in this containers, the cleaning ladies can do it for you with a charge of 20 euro per week, we will charge the same amount if you will leave the rubbish in the villa. At the moment of the check-in, we will ask you a deposit of 20 euro for the rubbish and we will give you back at the check out if there will be no rubbish in the villa.

After having received many complaints from neighbors, we have to inform you that in none of the house we are renting, loud noise or music are allowed neither in day nor at night
It is preferable to buy products against mosquito.

ACCOMODATION CAPACITY

Only the persons specified in the contract have the right to stay overnight. The villa is able to host up to persons. Overnight stay by other persons in exceptional circumstances is allowed only with notice given to the agent of Ibizavilla. Extra payment per night has to be paid in cash to the agency upfront. All overnight stays outdoors shall be prohibited. If you exceed the number of people envisaged in your rental, on your arrival or during your stay, we may either refuse an extra accommodation or there will be an increase in the rental price. If the villa can accept more guests, we will charge the clients to pay immediately the amount of the total rental divided for the total of clients specified in the contract and multiplied for the extra persons..

VISIT VILLAS BEFORE BOOKING

It is possible to view a maximum of 2 houses before booking at 100 Euros. We will return this sum if you confirm the booking .If you do not confirm the booking, we will keep this sum for extra costs.

DEPOSIT OR GUARANTEE

For the payment of the deposit and the guarantee we propose 3 ways to you:

-by bank transfer : 1 month before the arrival.

- In cash, with the rental balance, at the moment of the handing-over of the keys of the villa. The refunding of this amount will be done at the time of the departure, once carried out the inventory of exit and the deduction of possible telephone consumption.

- by credit card: it is advisable to check that your bank account authorizes the blocking of the amount of the guarantee. This amount will remain blocked on your account during the duration of your stay +7 days and it will be turned over to you once the inventory of exit is carried out, and as well as the deduction of possible consumption telephone.

It is thus advisable to ensure you that your card can accept the amount of the transaction, the day of the arrival. In the event of refusal of the service of your bank, it will be asked to you the payment in "cash". The entry in the places will be refused to you, if you do not give these deposits. The titular name of the credit card, as its number of identity card will have to be reproduced on the leasing agreement.

We can only accept a credit card if it's in the same name of the person who sign the contract.

CANCELLATION

Penalties of cancellation

- If you cancel more than 45 days before your entry in the villa: the expenses of cancellation will be equal to 40% of the amount of your rental.
- Between 45 and 30 days before your entry in the villa: the expenses of cancellation are equal to 50% of the amount of your rental.
- Between 30 days and the date of entry in the villa: 100% of the amount of your rental.

RECLAMATION

If you wish to make a complaint on substantial qualities of your rental, you will have to inform us by telephone within 72 H of your arrival, this complaint imperatively must to be taken into account, be followed of a letter registered with AR sent within 4 days of your arrival. Passed this time (6 maximum days) no complaint will be taken into account. The complaint will be transmitted at once to the owner and we will communicate his answer to you.

In the absence of a solution, only the courts of Ibiza will be qualified. In the agency, there are reclamation sheets for the clients.

RESERVATION

Do not hesitate to call us or come to meet us to ask for more details: we are fully at your disposal.

You can return the following booking voucher signed and accompanied with your bank transfer of 40% of the rental to the address mentioned above.

Attention: In case your payments are not received within the delay mentioned, your reservation may be cancelled without further notice from our part. Any amount still due may never the less still be requested according to the existing laws.

Now, we wish you an excellent holiday in Ibiza, you will succumb with pleasure to its charm!