

RENTAL GENERAL CONDITIONS

PRICE

The rental prices on the website refer to one week. They include all charges: water, electricity, gas, and swimming pool's products.

The house is rented with household linen and 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, the client shall receive keys and gate openers of the house.

The key ring with all keys must be returned on departure. For each missing key or gate opener, a sum of 100€ shall be deducted from the deposit of guarantee.

Our prices do not include telephone cost. In case of not respecting this point IbizaVila will charge the client the equivalent cost for the phone calls, deducting this amount directly from the deposit of guarantee.

If payment of the rental deposit is not carried out within the estimated date, your pre-booking can be cancelled with no advance notice.

RISKS

Attention: The client should keep out from the pool room and never touch its machinery.

The client has to take the necessary precautions when using the swimming pool, and the client shall be the only person responsible for any loss, damage, death, or injury resulting from an improper use of the pool; 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 in the house, have only and exclusive responsibility for their own safety and for supervising and ensuring the safety of any children in the entire villa including gardens, terraces, roof, wells and stairs. The owners and IbizaVila are not responsible of any robberies in the villa; the clients need to have their own insurance to cover any loss.

PERIODES OF RENTAL

Time for check-in (arrival): between 16 H and 19 h.

Time for check-out (departure): between 9 H and 11 h.

For check-in/ check-out after 23h or before 7h, 100€ extra cost which must be paid in cash directly to the agent in charge with the check-in/out.

If the customer cannot arrive on the first day of the rentals, for whatever reason, he should imperatively inform the agent as soon as possible otherwise the client will lose all his rights and cannot pretend any reimbursement. Any interrupted stay for whatever reason cannot lead to a refund.

From the 1st to the 31st August the minimum rental stay is 2 weeks.

For rentals of 1 week or less, an extra 1% will be added to the final rental price.

CLEANLINESS OF THE HOUSE

A certain amount of daily hour of housekeeping is included in each contract.

On departure the house must be left in order. We invite you to be particularly vigilant on this point.

If this clause is not respected we will deduct from your deposit of guarantee the amount of a total cleaning service.

FURNITURE AND DECORATIONS

The clients are not allowed to move any furniture or decorations inside and outside the villa.

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 HOUSES

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

INCONVENIENCES AND RESPONSABILITY

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. You must respect the community rules and city hall law in force.

All kind of music or noises are strictly forbidden between 23h and 9h.

Violation of the community rules and of good manners between neighbours due to the client's fault will give the owner the right to terminate the contract without any reimbursement.

In this case, the guests will be invited to leave the house immediately with no refund.

Organizing parties without a legal licence is not permitted in Ibiza.

Fines are fixed from 6.000€ and up depending by the gravity of the violation. In case you wish to organize a private event in the property (wedding, cocktail party or photo shooting) you must first ask the permission to the owner (in writing).

Then, for the licence it is responsibility of the client to make a request to the city hall and pay the requested tax. Furthermore, the client's responsible of the guests he invites.

Please advise the "Policia Local" or the "Guardia Civil" if you have any suspect that in your neighbourhood someone is organizing an illegal event.

ANIMALS

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

RUBBISH

The client must throw the rubbish every day directly in the containers, located along the roads. **Is at the end of the journey the maids notify us the presence of rubbish in the house, we will charge you 50€ euro from the deposit of guarantee.**

Please respect the environment and use the specific different containers (glass, plastic, paper).

ACCOMODATION CAPACITY

Only the persons specified in the contract have the right to stay overnight. The villa is able to host up to a certain number of persons. Overnight stay by other persons in exceptional circumstances is allowed only with notice given to Ibizavilla.

All outdoors overnight stays shall be prohibited.

If you exceed the number of people indicated in your rental, we may either refuse an extra accommodation or there will be an increase in the rental price.

DEPOSIT OF GUARANTEE

For the payment of the deposit of guarantee we propose 3 options:

- by bank transfer, 1 month before the arrival.
- In cash, when handing-over the keys of the villa. The refund of this amount will be done the day of the departure, once verified the good conditions of the house.

- by credit card:

It is advisable to check before arriving to Ibiza 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 +10 days and it will be then released once verified the good conditions of the house.

It is thus advisable to ensure you that your credit 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 house will be refused to you, if you do not give this deposit of guarantee.

CANCELLATION PENALTIES

All cancellations must be given through certified and registered mail (with reception certification). The date of reception will determine the cancellation penalties:

- If you cancel more than 60 days before your arrival: the expenses of cancellation will be equal to 40% of the amount of your rental.
- Between 60 and 30 days before your arrival: the expenses of cancellation are equal to 50% of the amount of your rental.
- Between 30 days and the date of arrival: 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 by telephone Ibizavilla office in Ibiza.

This complaint imperatively must to be taken into account, only if followed by a certified and registered letter with reception certification sent within 4 days from your arrival. Passed this time no complaint will be taken into account.

The complaint will be transmitted 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 our offices there are reclamation letters at the client's disposal.

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