



GENERAL TERMS AND CONDITIONS

1. Contract / booking

Only after we received the signed contract of the lease, and a deposit of 30%, of the agreed sum for the lease, the reservation / booking is valid.

The signed contract and a copy of your bank transfer (30 %), is your reservations / booking guarantee.

The balance has to be paid TEN DAYS prior to arrival, or at the arriving day, in the moment of the handover of the keys.

If the period between the booking and travel are only 14 days or less, is the whole amount to pay, or with the agreement of the landlord / manager, 50% of the amount have to be paid by bank transfer, and 50% in cash at the arriving day, or in the moment of the handover of the keys.

The use of the rented property is only possible after the full payment, according to the amount in the specified contract.

Our bank details are shown in the contract.

Please transfer the exact outstanding sum to the appropriate account.

Specialodges does 't pay any bank fees.

If you pay the amount of your booking / deposit / full payment by credit card, the calculated 1.5% bank commission has to be paid by the handover of the key's , (unless otherwise agreed).

Payments by Visa / Mastercard, are also a **booking / reservation guarantee.**

2. Service

Our service for the agreed period, are shown in the contract.

3. Liability and Complaints

It is noted, that the property is in a perfect condition, from the construction, and the equipment, as mentioned on the homepage. Any major damage, which is detected in the arrival or departure, may be claimed by both sides.

The tenant is asked to report any possible defects within 24 hours to the owner / manager, so this can be corrected immediately. Subsequent complaints cannot be considered.

The tenant is obliged to treat the house and facilities with care, and report all of it caused damage to the property owner / manager, where he will be responsible for the cost of repair, or replacement.

The property is rented for the specified people in the contract, (number of people). Any occupancy more, (not specified in the contract), must be registered.



The precondition is, that the maximum occupancy will be not exceeded for the prescribed villa.

If the staff find any more occupancy without any registration, a surcharge of 50 - € per person, per night, has to be paid immediately.

4. Obligation

The tenant shall permit a free staff access of "Specialodges", and / or "Euro Cash 2000 S.L.", to the villa, (subject to privacy), so that maintenance work or inspections can be carried out.

The tenant declares its responsibility to ensure that all necessary standards of cooperation in the tourist village, which is designed to relax, to be followed.

He also will avoid parties or other behaviour that might disturb the other guests, neighbours or residents.

Repeated complaints from third parties are sufficient in this case to cancel the lease with immediate effect.

All costs which result from this will be borne by the tenant.

The Lessee confirms with his signature at the end of the contract, knowing that clause, and will accept it.

5. Cancellation of the booking.

In case of the cancellation of the confirmed booking, the following cancellation fees will be due for payment:

- a) cancellation up to 30 days before arrival: loss of the 30 % deposit reservation fee.
- b) Cancellation 29-3 days before arrival: loss of 80% of the total agreed amount.
- c) The cancellation, which shall be notified 3 days or less before arrival:
loss of 100% of the total agreed amount.

The lessee is authorized to transfer the paid amount of this booking either to another person, which will use the property at the booked period, (must not exceed the maximum number of people), or request to us, (with an important reason for cancelling), to transfer this (either before or later), by mutual consent.

The availability of the objects is taken into account.

The tenant is thereby given the opportunity, to avoid the loss of the already paid amount.

We recommend to the tenant, prior to departure to a TRAVEL CANCELLATION INSURANCE from his usual agency.

6. Performance and jurisdiction

In the event of a discrepancy for both sides, the court will be in **Las Palmas de Gran Canaria**