

**1. Acceptance** By confirming the reservation, the client accepts the following terms and conditions Casa El Charco:

**2. Payment Method** a) If more than 60 days remain before check-in: 50% upon booking and the remaining 50% 60 days before arrival. b) If 60 days or less remain: 100% payment upon confirmation. c) Failure to make payment on time cancels the reservation with no right to a refund.

**3. Cancellation by the Client** a) If the client cancels more than 60 days before check-in: a 50% penalty of the total rental amount applies. b) If the client cancels less than 60 days before check-in: a 100% penalty applies, and no amount will be refunded. c) In case of no-show, 100% of the amount paid will be retained. d) Early departure: no refund. e) If, before check-in, the client notifies that they will not be able to occupy the property and both parties agree to re-offer it for rent, the following will apply: a full refund if a new reservation is obtained for the same dates and price, or a partial refund if rented at a lower price (adjusted pro rata). If no new reservation is obtained, there will be no refund.

**Cancellation by the Property:** a) The property reserves the right to cancel the reservation within 48 hours of confirmation, or due to force majeure, refunding the client 100% of the amounts paid. b) If the cancellation occurs after that period for other reasons (e.g., overbooking), the total amount paid by the client will be refunded plus an additional 10% as compensation.

**4. Check-in/Check-out:** Check-in: 17:00–00:00h. Check-out: before 10:00h.  
**Unauthorized delays: penalty of €3,000/day, plus any resulting damages.**

## **5. Client Responsibility**

- The person making the reservation must be of legal age and is responsible for the information provided.
- Subletting or transferring the use of the house to third parties is prohibited.
- The client accepts the condition of the property, furniture, and equipment and will be responsible for any damage or loss caused by them or any occupant during the stay.
- The house must be left clean and without garbage; otherwise, a surcharge will be deducted from the security deposit.
- The use of fireworks, open flames, or flammable or hazardous materials is strictly prohibited.

**6. Damages and Extraordinary Services. SECURITY DEPOSIT: €1,500, refunded within 48 hours after check-out or up to 15 days, deducting any damages or unpaid services. The client's liability covers the total amount of damages and is not limited to the deposit amount.**

**7. Occupancy.** Exceeding the maximum occupancy is prohibited. Violation may result in contract termination, eviction without refund, and/or partial or total loss of the deposit.

**8. Access to the Property.** The owner or authorized personnel may access the house for maintenance, inspection, or repairs if necessary.

## **9. Included Services**

- Included: water, electricity, internet, heating oil, and alarm system. Telephone use will be charged separately.
- Occasional interruptions by local authorities may occur, for which the owner bears no responsibility.
- The house has one exterior security camera recording the parking area.
- Cleaning service: for stays over 5 nights, an intermediate cleaning with towel change. For stays over 10 nights, an additional cleaning with linen change. Schedule: 10:30–13:00. No service on Sundays.

## **10. Noise, Music, and Parties**

- Parties, events, loud music, or any activity disturbing neighbors are prohibited.
- Daytime music must not exceed decibel levels permitted by local ordinances and is strictly prohibited between 22:00 and 09:00 h (quiet hours). The installation of professional or semi-professional sound equipment is expressly forbidden.
- If complaints are received from neighbors or authorities, the owner may intervene, cut the music, and immediately terminate the contract. Tenants will be expelled without refund of unused rental days, and the security deposit will be retained.
- Any fines imposed for these reasons will be borne by the tenant.

**11. Pets Only accepted with prior authorization and may incur an additional cleaning fee. Unauthorized animals may result in contract cancellation and total loss of the rental amount and deposit.**

**12. Keys Loss of keys will incur a minimum charge of €150.**

**13. Construction in the Area. The property is not responsible for any inconvenience caused by public or private construction nearby.**

**14. Security and Valuables. The client is responsible for their belongings. The property is not liable for losses, theft, or damages. The tenant is directly and exclusively responsible, releasing the property from any liability, for damages that may occur to persons or items due to services and supplies of the rented property.**

**15. Legal Registration and Data Protection**

- All occupants must provide their information for the mandatory registration with the Ministry of the Interior (SES.HOSPEDAJES). Failure to do so will result in denied access to the property without refund.
- The personal data provided by the TENANTS during the contractual relationship will be processed by THE LANDLORD for the purpose of managing the rental agreement and based on said contractual relationship. THE LANDLORD will not disclose the personal data of the TENANTS to third parties, except when required to comply with legal obligations. THE LANDLORD will retain the data for as long as the contractual relationship remains in effect, subsequently keeping it duly blocked for the limitation period of actions in accordance with applicable civil law.
- THE TENANTS have the rights recognized under current data protection regulations to access, rectify, and delete their data, request its portability, object to its processing, request its limitation, and not be subject to automated individual decisions, including profiling. THE TENANTS may exercise these rights by writing to the address of THE LANDLORD indicated at the beginning of this contract or by email to **fuentedeibiza@gmail.com**, indicating "DATA PROTECTION" in the subject line and attaching a copy of a valid official identification document. All requested data are required as part of the contract.

**16. Jurisdiction. This contract is governed by Spanish law, and any dispute will be resolved by the Courts of Ibiza.**