



1. ARRIVAL AND DEPARTURE INFORMATION

On the day of your arrival, the accommodation will **be available** from 3:30 pm. On the day of your departure, the villa **must be vacated** by 10:30 am at the latest. Between 10:30 am and 3:30 pm we clean the villa, the swimming pool and we prepare the garden for the next guests.

In case the villa **isn't vacated** at the established time, we reserve the right to deduct the amount of one day from your accommodation.

Every villa has a little **box outside**, where you'll find the key as soon as the villa is ready. The secret code of this box will be given to you before your arrival.

2. HOUSE-KEEPING

At your arrival, you will find the accommodation properly cleaned, with the beds made and a set of towels per person. You will get an extra house cleaning service on the ninth day of your reservation. For bookings of 8 or fewer nights, this extra cleaning service is not included. **For those stays of 9 or more nights, extra cleaning** and change of towels and linen are included.

Additional maid services can be arranged on request, please contact us for a quotation.

On the day of departure, before leaving the house, we kindly ask our guests to deposit the rubbish in the nearest public container. The final cleaning is obviously included in the price and done by our cleaning staff. We reserve the right to **deduct** apart from the deposit if the accommodation is left in inadequate conditions which **causes additional cleaning** hours and cleaning costs.

3. MAINTENANCE OF THE VILLA, POOL, AND GARDEN

The cleaning and maintenance of the pool will be carried out two days a week, **the garden maintenance** once a week.

The villa will be handed over in **perfect conditions**. In case you notice on arrival or during your stay that some equipment is not working, damaged, or broken, please contact us. We will sort it out as soon as possible.

Should we observe on your departure day **any breakdown** of equipment, furniture, or damage to the installations caused by misuse, these will be charged and deducted from your deposit. The damaged part will be replaced by us, the bill will be presented to the guest and the corresponding amount will be deducted from the deposit.

4. BEHAVIOUR AND CONDUCT

As soon as the **2nd payment of the booking** has been made, you will receive an information email with the **General Reservation Conditions** from us (PDF). The General Conditions should be accepted and signed by all members of the party.

VILLAS CIUTADELLA MENORCAHOME S.L. is **required by law** to request a copy of the identity card or passport from each member of the reservation. The data will be forwarded to the General Police Department in Ciutadella.

The accommodation is reserved only for the **number of guests** stated on the reservation form.

Due to the problems, we have had with **groups of clients aged between 18-25 years**, our company has decided **not to accept bookings** from them.

VILLAS CIUTADELLA MENORCAHOME S.L. reserves the right to enter and inspect the accommodation in case of complaints from neighbors or damage due to **inappropriate use of installations**.

Parties and events at the property are strictly prohibited. Should guests behave in a manner that is not acceptable by civilized standards, the owner of the property or VILLAS CIUTADELLA MENORCAHOME S.L. is entitled to ask the guests to vacate the accommodation.

5. TOURISTC MARKETER / TOURISTIC ACCOMMODATION

Our company has a **Tourist Commercialization Code** which allows us to rent tourist accommodation to our clients. You will find this code on our website www.menorcahome.com on the page “**ABOUT US**”.

We are a legal company that has all the necessary licenses. Our customers can contact us anytime by e-mail or telephone. All our houses have the **legally required touristic registration number**.

6. BOOKING TERMS

You will find our **reservation steps, payment methods, cancellation policy, and information concerning minimum stay** on our website www.menorcahome.com under the section “**TPV&BOOKINGS**”.

7. CHANGE OF ACCOMMODATION DUE TO MAJEURE FORCE

In the **unlikely event** that you must **change accommodation** due to irreparable technical problems during your stay, **VILLAS CIUTADELLA MENORCAHOME S.L.** is obliged to **offer** you a house with equivalent characteristics. If no house is found in the same standard or to your satisfaction, the amount of **the remaining days will be refunded**.

