

VILLAS MENORCAHOME CIUTADELLA S.L

BOOKING TERMS

ARRIVAL AND DEPARTURE INFORMATION

- The day of your arrival the accommodation will be available from 3:30 pm. 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 apart from the deposit.
- 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.

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 at the ninth day of your reservation. For bookings of 8 or less nights this extra cleaning service is not included. For those stays of 9 or more nights an extra cleaning and change of towels and linen is 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 cause additional cleaning hours and cleaning costs.

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.

BEHAVIOUR AND CONDUCT

- As soon as the 2nd payment of the booking has been made, you will receive an information letter 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.
- Guests aged between 18-23 years are required to provide at least one telephone number of one parent. These are immediately informed about any inappropriate or incorrect behavior of the guest.
- 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 which is not acceptable by civilized standards the owner of the property or VILLAS CIUTADELLA MENORCAHOME S.L. are entitled to ask the guests to vacate the accommodation.

TOURISTIC 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 necessary licenses. Our customers can contact us anytime by e-mail or telephone. All our houses have the legally required touristic registration number.

BOOKING TERMS

- You will find our reservation steps, payment methods, cancellation policy and information concerning minimum stays on our website www.menorcahome.com under the section "TPV&BOOKINGS".

TOURISM TAX

- On 1 July 2016, a tourism tax (ECOTASA) was introduced in the Balearic Islands. All our guests are required to pay this tax. You will find a PDF with the information on our website, under the section “TPV&BOOKINGS”.

CHANGE OF ACCOMMODATION DUE TO FORCE MAJEURE

- In the unlikely event that you have to 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.