

Terms and Conditions

Thank you for choosing to book your holiday with Alcazaba Property Management (APM), please ensure you read the information below to ensure your stay is enjoyable.

APM acts as Agent for the holiday home Owner. The Contract is between the Owner and the person making the booking (the Guest). The property is to be occupied only by the persons specified on the Rental Contract and for holiday purposes only. Once the booking has been made the Guest is obliged to make full payment of the accommodation cost either as one single payment or as a deposit (30%) and a balance (70%) see Payments below

Payment

all payments must be made in Euros. A deposit of not less than 30% of the total rental is payable at the time of booking. The balance is payable 3 weeks prior to the holiday date by bank transfer payable to the owners' nominated bank account (details will be provided) or cash upon arrival. When the booking is made within 6 weeks of the holiday date, full payment is required with booking. Payment may be made by Debit Card or Credit Card, or by direct Bank Transfer provided that all charges are covered by the payee or cash.

Damage deposit

A minimum security deposit of **200€** for two bedroom apartments and **300€** for 3 bedroom apartments must be paid or organized upon arrival, or by bank transfer to the APM account with the reservation deposit. Should costs arise for any of the following it will be communicated with the Tenant within 2 weeks of their departure and the balance refunded accordingly once all invoices for damages have been received. Should no extra charges arise, deposits will be refunded within 2 weeks of your departure.

Arrival & Departure

The Guest and his/her party may arrive **not earlier than 16:00pm (18:00 pm during high season)** on the arrival day and must depart **not later than 12:00am (11:00 am during high season)** on the departure day unless specifically advised otherwise failure to adhere to these times can result in additional rental charges plus a fee for delayed or hindered access to the property by cleaners and caretakers.

Care of the Property / Breakage & Damage

Rubbish should be put out daily in proper bags in the waste containers located near the entrance next to security. The Guest is responsible for leaving the property tidy and for any loss breakage or damage. Any breakage or damage, however minor, must be reported immediately by the Guest to **APM staff**, who will make the appropriate charge for repair or replacement. On departure, guests must remove all rubbish. The Guest will be responsible for the cost of any excessive cleaning that may be required.

Energy Efficiency

In order to save energy & reduce costs, you agree to close windows and doors when air conditioning is on and switch it off whenever you go out of the flat (otherwise excessive electricity charges may be deducted from your damage deposit)

Cleaning & linen

As part of your contract the property is cleaned on a weekly basis on the changeover day for any stays longer than a week. Should you wish to have the property cleaned on additional days this can be arranged at a cost of 12€ per hour.

Linen and towels are changed when the property is being cleaned on **3 star** apartments and only bedding in 1 and 2 star categories. Should you wish to have your linen and towels changed more regularly this can be arranged at a cost of 15€/bedding and 20€/towels per bedroom/bathroom

Beach towels are only provided in **3 star** apartments. Should you wish to have Beach towels this can be arranged at a cost of 6€ per towel

Travel cots and foldable beds are available to hire. They are **30 € /50€** per week or part thereof.

Sun Beds on Beach Promenade

There are plenty of sun beds around the pools. Sun beds on the Beach promenade have an extra cost of 14€ per week, during high Season (July and August) only 2 sun beds per apartment are allowed on the Beach Promenade and must be booked in advance through William +34 626 942 201. (booking required only during July and August)

FitnessRoom

Guests can use the fitness centre on site, with an access code provided by the guard at the gated entrance .

Cancellation Policy

All cancellations must be made in writing. In the event of a cancellation we will make every effort possible to re-let the property you have booked. If we are successful then full repayment of any funds paid will be made provided we can re-rent the same property, for the same or greater amount. However, if we are not successful in re-letting the property then any funds paid will be forfeit. We therefore strongly recommend cancellation insurance.

If we are forced to cancel your booking for reasons outside our control we will endeavour to first offer you alternative comparable accommodation at no extra cost to you. Should we not be able to provide a suitable replacement property we will reimburse any sums already paid by you in respect of the accommodation.

APM or the Owner will be under no further obligation or liability for any losses or expense arising from these alterations. There are no further circumstances for which **APM** will be liable for a refund.

APM, reserves the right to cancel any letting should you or any member of your party damage the property, its furniture or contents or should you create a serious disturbance to any adjoining neighbours.

Complaints

We take every care to ensure a successful and enjoyable holiday. However, if you have any problems with your accommodation, please contact us immediately and give us the opportunity to resolve it. Please contact us by telephone on +34794269 +34639131132 or by email at info@alcazababeach.net. We will work with you to ensure that any complaints are investigated and resolved as promptly and efficiently as possible. Please kindly note complaints are more easily resolved while you are still in the property.