



RENTAL TERMS AND CONDITIONS

SEASON 2025

o CONFIRMATION AND PAYMENT:

To confirm the reservation, you will need to make a deposit of 40% of the total amount. The remaining balance will be paid before or at the time of key collection for the accommodation at our office. The keys will not be handed over without full payment of the reservation.

The maximum deadline to confirm the reservation and make the deposit is 5 business days from receipt of the request. If the deposit is not received within this period, the reservation will be automatically canceled without prior notice. **This deposit will be non-refundable under any circumstances in the event of a reservation cancellation*.**

Once the deposit is received, you will receive confirmation and the corresponding payment receipt by email.

o SERVICES INCLUDED:

The rental price includes water, electricity*, and gas consumption, as well as garden and pool maintenance, if applicable.

The properties are rented with bed linen, sheets, and towels included. If the tenant wishes to have an additional change of linen, a fee of €20 per person will be charged by Domus Begur.

An additional fee of **€150, €200, or €250** (depending on the property) will be added to the reservation price for **final cleaning**.

o CANCELLATIONS:

All cancellations must be submitted in writing by sending an email to domus@domusbegur.com.

If the reservation is canceled more than 30 days before the arrival date, the tenant will forfeit the deposit paid.

If the cancellation occurs less than 30 days before the arrival date, Domus Begur reserves the right to claim full payment of 100% of the rental amount.

o GUARANTEE:

On the check-in day, the tenant must provide a credit card number to Domus Begur as a guarantee for any possible damages or defects caused to the property during the rental period. Identification documents for all occupants will be required, and it will be necessary to sign the corresponding document, authorizing Domus Begur to charge the amount for any damages that may have been caused to the property.

In the event of any damage, Domus Begur must notify the tenant within a maximum of 3 business days, and the agent will have 15 business days to process and collect the corresponding charge.



o TOURIST TAX:

The tenant must pay the applicable tourist tax for their stay: **€1,75 per person per night**, up to a maximum of 7 nights. Children under 16 are exempt from this tax.

o TIME OF ARRIVAL:

The check-in time is between **4:00 p.m. and 7:00 p.m.** If the tenant is unable to arrive before the cut-off time, they must inform Domus Begur in advance, either by email at domus@domusbegur.com or by phone at **+34 972 622 072**. Otherwise, access to the property will not be granted, and Domus Begur will not be held responsible. Key collection will always take place at our office located at **Calle Creu, 37, Begur**.

o TIME OF DEPARTURE:

Check-out must be completed before 10:00 a.m. It is mandatory to return all sets of property keys to our office, Domus Begur. Failure to do so will entitle Domus Begur to **charge €150.00** to the security deposit credit card as a fee for management and urgent lock replacement.

o EXPLICIT PROHIBITIONS:

Subletting of the rented property is strictly prohibited.

Smoking inside the rented property is strictly prohibited.

The **charging of electric vehicles (EV) or plug-in hybrids** in the rented property is **strictly prohibited** without the prior express authorization of Domus Begur.

The **entry of any animal or pet into the rented property is strictly prohibited** without the prior express authorization of Domus Begur.

In the event of a violation of any of these prohibitions, Domus Begur reserves the right to **charge €250.00** to the security deposit credit card as a fee for various expenses and damages caused.

o ADDITIONAL INFORMATION:

FURNITURE INVENTORY:

The furniture and contents of the property must be left as they were found upon arrival. Any damage caused must be immediately reported to the Domus Begur agency. Guests who misuse the property's facilities may be evicted without any right to compensation and will be required to pay Domus Begur for the cost of the damages caused, agreeing in all cases to cover them via the credit card provided as a guarantee. For terraces and gardens, only use outdoor furniture. Indoor furniture must not be taken outside under any circumstances.



CAPACITY OF THE ACCOMMODATION:

The tenant must respect the maximum occupancy of the property, as indicated by Domus Begur. If this capacity is exceeded without prior consent from Domus Begur, the reservation will be immediately canceled, and all tenants will be evicted, with no right to compensation or refund of the total reservation amount. If Domus Begur permits it and depending on the characteristics of the property, additional persons may be accommodated for a supplement of €120 per person per week (including extra bed, towels, and sheets).

CELEBRATIONS:

Loud music and parties are strictly prohibited without prior authorization from Domus Begur. In the event of parties, loud music, neighbor complaints, and/or police calls, Domus Begur may impose a financial penalty on the tenant for damages and/or cancel the reservation, proceeding with the immediate eviction of the tenants, without any right to compensation or refund.

SWIMMING POOL:

If the accommodation has a private or communal pool, minors must be supervised at all times by an adult. The tenant exempts Domus Begur and the property from any responsibility in this regard. The pool is exclusively for swimming; animals are not allowed, and washing objects is prohibited. Pools are typically cleaned once or twice a week, which requires the presence of the maintenance staff. The filtration system is programmed and operates automatically. The manipulation of the machinery, its electronic system, or maintenance products is not allowed.

GARDEN:

The garden requires care and watering. In some communities and private properties, a dedicated gardener regularly takes care of these tasks. We appreciate your understanding and cooperation in facilitating the gardener's access and allowing for proper maintenance and care of the space.

ELECTRICAL APPLIANCES:

If your accommodation is equipped with a washing machine, dryer, or dishwasher, we kindly ask that you clean these appliances after each use, including detergent containers and/or filters.

BLINDS:

There are different types of blinds, each with its own functioning. To avoid damage, we recommend using them properly. If you experience any issues or are not familiar with their operation, please contact Domus Begur immediately, and we will be happy to assist you.

TELEVISION:

All available channels are pre-installed and programmed. Please do not alter the channels, satellite receiver, or the TV settings. If the property has a Smart TV, please ensure you log out of any streaming devices (Netflix, Amazon Prime, Disney Plus, HBO, etc.) at the end of your stay.



TOILETS:

Please do not flush food scraps, cotton, sanitary pads, tampons, wipes, or other objects down the toilet, as they can easily clog the pipes. If a clog occurs as a result of the above, the tenant will be responsible for the cost of the repair and/or unblocking with a vacuum truck.

CLEANING:

Please treat the property as if it were your own and leave it tidy upon departure. If you wish, you may request additional cleaning service at €25.00 VAT included per hour. On the day of departure, it is mandatory to dispose of the trash in the public bins located in the emergency areas, as previously indicated by the Domus Begur team. Failure to do so will result in a **charge of €250 on the security deposit card**.

COMPLAINTS:

In the event of any discrepancies or complaints regarding the cleanliness, condition, or equipment of the property, you must notify Domus Begur in writing within the first 24 hours of your arrival. If no complaint is filed within this period, it will be considered that the accommodation was in order upon your arrival, and any subsequent complaints will not be taken into account.

RISK OF THEFT:

Always remember to close the house when you leave. Do not leave valuables in the house or in the car. Before departing, make sure to close all windows and blinds. In the event of theft, neither Domus Begur nor the property will assume any responsibility.

NATURAL PHENOMENA:

Neither Domus Begur nor the property owner will be responsible for any damage caused by natural phenomena that affect the property and, as a result, hinder the enjoyment of your stay.

SUPPLY SERVICES:

The tenant exempts Domus Begur and the property from any responsibility in case of irregularities in the supply of water, electricity, gas, telephone, or Wi-Fi services attributable to the utility companies. Domus Begur and the property are not responsible for any inconvenience caused by works outside the property or by public or private demonstrations.

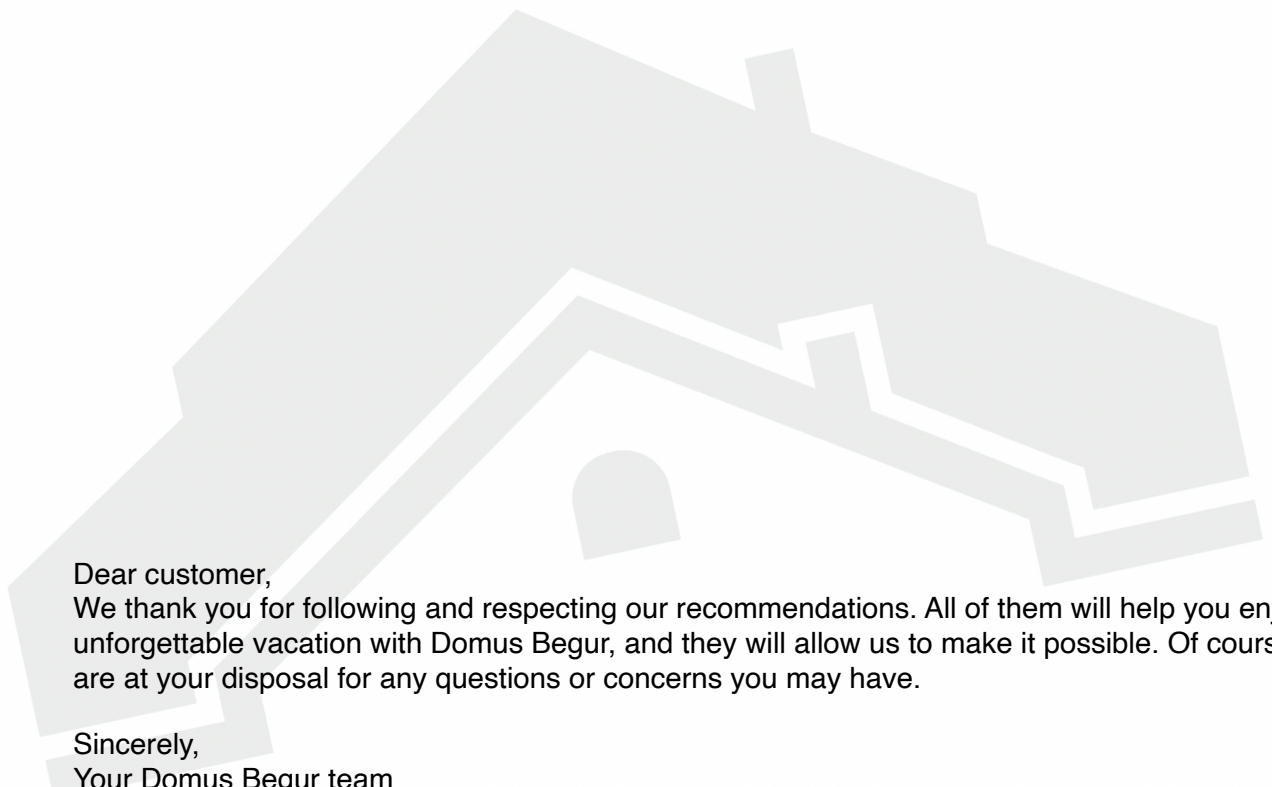
CONTROL AND MAINTENANCE:

Any representative of Domus Begur (including technicians) may access the property at any time to conduct inspections or address any issues. Whenever possible, we will attempt to notify you before entering the property.



LEGAL:

In the event of a dispute regarding the enforcement of this contract, the parties expressly and irrevocably submit to the jurisdiction and competence of the courts of first instance of La Bisbal d'Empordà, waiving any other jurisdiction that may apply based on their current or future domicile.



Dear customer,
We thank you for following and respecting our recommendations. All of them will help you enjoy an unforgettable vacation with Domus Begur, and they will allow us to make it possible. Of course, we are at your disposal for any questions or concerns you may have.

Sincerely,
Your Domus Begur team