

## TERMS AND CONDITIONS

Please carefully read the Terms and Conditions. Remember, by requesting a reservation and paying your deposit, you are accepting the following conditions.

### **Reservations**

Upon booking, prices are indicated on the form and website for [www.grusapartments.com](http://www.grusapartments.com), owned by Grus Watch SL, a company that manages and services the tourist accommodation offered on this website. Prices are per apartment per night, not per person. The reservation will be completed upon payment of the deposit for the rental unit and the days selected. Once you have completed the secure booking form and submitted it with your deposit payment you will receive a confirmation by email. The amount paid for the booking is 25% of the total price and payment can be made by credit card or bank transfer.

Our prices include all the facilities: hot water, electricity, air conditioning / heating, a complete set of furniture and appliances, cookware, linens, towels, etc. as detailed in the description of each apartment. For each reservation a single charge of 30 or 40 euros for cleaning will apply depending on the type of apartment.

### **Cancellations and Changes**

Modifications and changes must be requested in writing via e-mail up to 5 days before the arrival date and may be accommodated depending on availability.

Cancellations must be made by email within 30 days of arrival date. If a reservation is cancelled after 30 days and 7 days before the date of arrival, you will lose 50% of the deposit and will be charged 100% of the contracted amount for the first night. Any cancellation after 7 days prior to arrival means the loss of 100% of the deposit and a payment of 100% of the contracted amount for the first night will be charged.

Any changes will be understood as a new booking and will be subject to the same cancellation policy.

### **Payment of Accommodation**

Upon arrival at the apartment, the guest must pay by credit card, the remaining amount of the rent. A surety bond in cash or credit card of 250 euros will apply. This deposit will be returned to the guest once their stay is completed, the keys are returned, and the apartment has been checked for correct overall fixtures and fittings. In the case of any damage the bond will be used to restore the initial state of the facilities or equipment and any remainder refunded. The non-return of the keys is an extra charge of 20 euros.

The guest is required to leave the apartment in order with clean utensils and appliances.

### **Tourist Tax**

The tourist rate in our area is 0.45 euros + VAT 10% per person per night and the maximum amount to apply is 7 nights per person per stay. This rate applies to those aged 16 years and older.

### **Number of Guests and Identity**

At the time of booking or prior to entry into the booked apartment, the customer shall provide the name, ID number, number of NIF in the case of a company, permanent address, phone number, email, birth date and will confirm number of persons to be accommodated. Children up to 2 years stay for free. At the time of booking the number of guests allowed for each apartment, as contained in the web site and in your description, is confirmed. In no case may the number of occupants exceed the accepted number the clients confirmed at time of booking.

Pets are not allowed.

Failure, by the guest, to meet any of these obligations and responsibilities will result in the immediate suspension of the services and the guests must terminate their stay, losing the right to any compensation.

### **Arrival and Departure**

The check-in will take place from 14:00 (1pm) Please call ahead or send an email to confirm the approximate time. The keys will be delivered upon the signing of the contract and payments. By accepting the keys, the guest accepts the condition of the apartment.

Check out takes place prior to 11am. An additional night will be charged if the departure time is extended.

### **Conduct and Behavior**

There are rules of behavior and coexistence that must be respected at all times. The client and all guests, at the time of booking and payment, undertake to respect those standards. Some considerations to keep in mind are:

- From 22:00 to 08:00 are considered hours of rest
- No smoking allowed
- When leaving, please be sure to lock and leave balconies and windows closed with the lowered blinds. Please check that the air conditioning and lights are off.
- Avoid situations that may disturb the neighbors.
- It is the responsibility of the guests to keep the property in the same condition in which it is delivered.

### **Notice**

Some apartments have limiters for the opening of the exterior windows. Tampering with these is strictly forbidden. If you notice any abnormality you should contact the proprietor directly by phone 34 930 160 134.

### **Privacy Policy**

Under current law 15/1999 on Property of Personal Data, the customer is informed and accepts the inclusion of their data, for the sole purpose of performing the task entrusted, inform and maintain the business relationship, in an automatic file, duly registered in the register maintained for that purpose by the Data Protection Agency, responsible for Grus Watch SL. You can request to exercise the rights of access, cancellation, rectification and opposition that correspond to the aforementioned law.

**Competent Authority**

Grus Watch SL and the user, expressly waiving their own jurisdiction, agree to accept as governing law of this agreement, the Spanish Laws and the Courts of Barcelona in regard to the resolution of any disputes and conflicts arising thereof.

**Property Details**

The property is owned by Grus Watch SL, with tax residence in Sant Pere 11, 08320 El Masnou, Barcelona, telephone 34-930160134 and is registered in the Company Register Barcelona, volume 21265, page B-19630, folio 95, 4th registration.

**Extended Stays**

For stays longer than one month, after consultation of availability, terms and conditions are those mentioned above with the following exceptions:

The utilities (water, electricity, and gas if any) are charged separately at the end of the month. The monthly payment will be due between the 1st and the 5th of the month by cash or credit card. The surety bond is 2 x the monthly rent.