

Stay regulations

We offer our holiday apartment at your disposal. We hope that the time spent here will be pleasant and comfortable. We highly value your cooperation in complying with these regulations, which are intended to ensure a peaceful and safe stay of our guests.

General house rules

1. As owners we provide the Guest with the use of the entire apartment at Av. de la Purísima 59 in Torrevieja including furniture and equipment.
2. The Guest undertakes to use the Apartment only for residential purposes - organizing events in the Apartment is prohibited.
3. Quiet hours in the building applies from **10 PM** to **10 AM**.
4. The guest receives a set of keys to the apartment along with a unique key to the outdoor swimming pool, which he is obliged to hand over to the person responsible for the reservation indicated by the owners on the day of departure.
5. Check-in time is from **3 PM** until **10 PM**. Check-out time is until **11 AM**.
6. Guest is fully responsible for any damage to the walls, floors or equipment of the apartment occurring during the stay due to the fault of the Guest or the fault of people visiting him, and will be charged with costs and detailed repairs and fees, including: transport and employee service costs. The guest is financially responsible for any damage incurred.
7. If damage or destruction is found in the apartment on the day of arrival, the Guest is obliged to immediately notify the person responsible for the reservation, indicated by the owners on the day of check-in. In such a case, the Guest will not be charged with repair costs and the fault will be removed as soon as possible.
8. The person responsible for the reservation indicated by the owners has the right to collect a cash deposit in the amount determined when making the reservation in order to secure the owners claims resulting from possible destruction of the apartment. The cash deposit will be refunded to the guest on the day of departure.
9. The apartment owners are not responsible for the Guest's personal belongings left behind or stolen from the apartment in the event of a burglary.

10. If items belonging to the Guest are found in the apartment and left after his departure, they may, at his express request, be sent back to the indicated address at the recipient's expense.
 11. Bringing animals into the apartment is not allowed
 12. Smoking any tobacco products, e-cigarettes, or similar items is strictly prohibited in the apartment.
 13. If the apartment keys are lost, a fee of €300 will be charged to the guest.
 14. If the Guest significantly violates the peace and/or good of the neighbors and does not comply with generally applicable norms of coexistence between people, the owners reserve the right to terminate the Guest's stay in the apartment and are not obliged to refund the money for the unused period of stay.
1. Security and cameras system works only when alarm is in “armed” mode. The alarm system is always deactivated for the duration of the Guest stay. The person responsible for the reservation deactivates system after apartment is prepared for new guests and arms it after check-out.

Check-in

1. The exact date and time of the Guest's arrival at the apartment should be confirmed by phone or e-mail, no later than one day before arrival, to the person responsible for the reservation indicated by the owners. If the Guest is unable to reach the apartment at the agreed time, the owners reserve the right to change the time of handing over the keys.
2. Check-in is possible from **3 PM** until **10 PM**.
3. For night check-in after 10 PM an additional fee of €20 is charged.
4. Upon check-in, the Guest is asked to present the identity document (ID card, passport, etc.) that was selected during the reservation for identification purposes.
5. Upon check-in, guests need to provide registration details necessary for registration with La Guardia Civil in accordance with current regulations of the Province of Valencia and Citizens Security Law from 30th of March 2015 – Chapter IV Article 25.1.
6. If your stay is shortened during its duration, payments are non-refundable.