

Contract conditions

Reservation:

Any reservation becomes only valid and binding on reception of the down payment of 30% of the total rent. The down payment may be paid by means of bank transfer or credit card. For credit card payment, the following data are necessary: card holder, card number and expiry date. This data may be given by phone (+34-958-155769) or send via FAX (+34-958-155769) or e-Mail (al hacena@al hacena.com). The balance has to be paid in cash on arrival. Down payments for last minute reservations may only be done by credit card.

When a reservation is done, the approximate arrival time should always be given. If this data is not known yet, it should be reported to the key holder by phone (+34-627-950013), FAX (+34-958-155769) or e-mail (al hacena@al hacena.com) as soon as possible

The house:

The rent includes the following services: clean sheets and towels, water, electricity and gas consumption.

The kitchen is completely equipped with all common tools and appliances (see kitchen description).

The house has air condition and heat pump. Additional electric heater may be provided on request.

The key holder will act as contact person in case of incidents of any kind..

Arrival:

As soon as the reservation has been validated, a detailed description of the meeting place and the phone numbers of the key holder will be sent. It is of paramount importance to carry this information with you on arrival. Otherwise you'll not be able to contact the key holder nor find the house.

In case of any incidents on your way to Granada, you may always call the key holder at the given phone numbers. He'll do whatever is possible to solve the occurred problem.

Please plan to arrive between 16:00 and 21:00. If it were impossible to use this time window, you should indicate so when you make your reservation and we'll try to find a solution. Your reservation might be canceled in case you arrive after 21:00 without prior notice

On arrival you have to pay the balance and deposit an additional amount of 150 Euros in cash. The deposit will be refunded on departure, if the house is in the same conditions as on arrival. Otherwise, the repair or replacement costs may be deducted from the deposit. For an extra end cleaning, 30 Euro might be charged. In any case, all damage beyond common wear on the house has to be repaired on expenses of the tenant.

Cancellation:

Euros handling fee will be charged. The rest of the down payment will be refunded entirely.

For cancellations between one month and two weeks before arrival, the 30 Euros handling fee plus 50% of the down payment will be retained.

In all other cases, the entire down payment is lost.

The above mentioned conditions and terms are accepted implicitly when a reservation is done.