



Thanks for trusting us. Here are the attached:

GENERAL CONDITIONS OF CONTRACTING RESERVATIONS

- 1. ACCEPTANCE:** The realization of any reservation or pre-reservation supposes the acceptance of these general conditions.
- 2. USER:** The person who makes the reservation must be of legal age and is responsible for the veracity of the data entered.
- 3. PREPAYMENT:** The system will request an advance payment or guarantee by bank transfer or deposit in our account at Banc Sabadell ES81 0081 0331 2800 0132 9642, the reservation being conditional on the actual payment being made to our account at this bank. The customer has a period of five days to make the payment.
- 4. RESERVATION STATES:**
 - PRE BOOKING. Once the online pre-reservation has been made, we will accept it and you will receive an email requesting the pre-established advance payment of the total amount.
 - CONFIRMED RESERVATION. The reservation will be completed when the user receives the reservation confirmation by email with their locator number.
 - PAID RESERVATION: a few weeks before your arrival you will be sent a reminder with the remaining amount to pay for the reservation, and you can make the payment by transfer, deposit or on the same day in cash upon arrival at the time of collecting the keys.
- 5. TOURIST TAX:** The amount of the reservation will be increased by the tourist tax for the first 7 nights and for an amount of €1.00 + VAT per person over 16 years of age.
- 6. DATA:** All the data entered by the user is recorded on a secure server and we guarantee that access to this information is exclusive by the reservation staff and will only be done for the purposes of the reservation itself and to notify the client of future promotions. and offers.
- 7. OCCUPANTS:** The client may only accommodate the maximum number of people legally established by the certificate of occupancy and defined in the characteristics of the apartment and the contracted rate. The manager of the apartments is not responsible for the infraction of these regulations and reserves the right of admission or expulsion of clients who fail to comply with said regulations.
- 8. CLEANING:** The apartment will be made available to the client in the proper clean conditions. The client agrees to leave the apartment in a reasonably clean condition without garbage or food remains. Otherwise, the amount of €50 will be deducted from the deposit.
- 9. EQUIPMENT:** The client undertakes to leave the apartment with the same conditions of conservation of the furniture and equipment that he has found at the entrance. As equipment is included bed linen and kitchen towels. In addition, if guests request it, they may have, with the corresponding supplement, towels.
- 10. MODIFICATIONS:** We reserve the right to change the contracted apartment for one with similar or superior characteristics in cases of force majeure such as occupation or damage occurring after the reservation date. These changes will have no cost to the customer.
- 11. GUARANTEE:** The client will leave a guarantee deposit in cash at the entrance, or prior payment by transfer, for an amount that is specified in the reservation. This deposit will be returned by transfer, within a maximum period of one week from departure, in full, except in the event of damage or lack of elements in the apartment, furniture or equipment or situations of dirt and debris. The cost involved in restoring the conditions that the apartment had at the time of entry will be deducted from the amount of the deposit.
- 12. CANCELLATION:** As a general rule, for cancellations made more than 30 days in advance, 95% of the money paid will be refunded. For cancellations more than 7 days in advance, 50% of the money paid will be refunded. For cancellations 7 or less days in advance, no amount will be refunded.

We recommend that you check the conditions for each specific apartment.

De acuerdo con lo que establece la Ley Orgánica 3/2018 de protección de datos personales y garantía de los derechos digitales; y el nuevo RGPD europeo UE 2016/679, os informamos de que los datos personales que usted nos facilite serán incorporados en nuestros ficheros automatizados. Si lo desea, puede ejercer los derechos de acceso, rectificación, cancelación y oposición, previstos legalmente dirigiendo un escrito a MONTESTUR SL, NIF B43490895, con domicilio social en PASSEIG PAU CASALS 104. 43481, LA PINEDA. TARRAGONA; o al correo electrónico info@grasset.es.

La información contenida en este documento es confidencial y está legalmente protegida.