

You can make your **online reservation** using our website [www.apartamentostemporales.com](http://www.apartamentostemporales.com) or contacting us **by these phones** (+34) 915 488 200 – (+34) 629 692 231.

**Our customer service times are from 9:00 to 19:00, Monday to Sunday.**

**Making a booking with us implies the acceptance of this document's clauses by all guests.**

**First clause. Making a reservation.**

**The reservation will not be valid until paying the prepayment deposit. This prepayment will consist of the 30% of the total amount of the stay.** You will receive a **booking confirmation email** with the information about the accommodation and your pending payments, as well as the **instructions to follow on your arrival and your departure days.**

The **deposit** might be paid by **credit card** (Visa or Master Card, we do not accept American Express), **Paypal or bank transfer.** Through our contact channels, online or by phone, we will be able to offer you the minimum price for your stay.

**The establishment reserves the right to verify the credit card used to make the reservation and proceed to cancel the booking in case it was not valid.**

**In case you choose to make the payment of the deposit via bank transfer, the reservation will not be confirmed until making the deposit in Apartamentos Temporales bank account and sending the receipt of it to the email address [reservas@apartamentostemporales.com](mailto:reservas@apartamentostemporales.com).** At that moment, you will receive a confirmation email with all the information about your stay. **If you request for a reservation, the apartment will be blocked for you during 24h.**

**In case of expiring the blocking time and not having received the deposit or the receipt, we will proceed to cancel the reservation.**

### **Second Clause. Pending payments and security deposit.**

**The rest of the payment of your stay should be made during the Check-in, by cash or credit card.** All booked extra services should be also paid at that time. As an exception, If you want to make the rest of the payment by bank transfer you can contact us previously your arrival to see if that is possible.

**All of our rates include the consumption's expenses, WiFi connection, check-in cleaning and a little welcome kit with some cleaning products. The daily cleaning is not included. You can hire a weekly cleaning as an extra service, under request and availability.**

**For less than 28 nights stays, we will ask for a valid credit card number to guarantee that the accommodation and its belongings are returned in the same cleaning and habitability conditions as they were on your arrival.**

**For more than 28 nights stays, you should pay 300€ as a guarantee deposit.**

**The refund of the guarantee deposit will be made by bank transfer during the next 7 days after the Check-out when our team makes a full revision of the apartment.**

### **Third Clause. Cancellation policies.**

If you cancel your reservation with **more than 30 days** before your arrival, the **prepayment will be refunded.**

If you cancel your reservation with **less than 30 days** before your arrival, the penalty will be the **30% of the total amount of the stay.**

If you cancel your reservation with **less than 15 days** before your arrival, the penalty will be the **50% of the total amount of the stay.**

If you cancel your reservation with **less than 7 days** before your arrival, the penalty will be the **80% of the total amount of the stay.**

In case you **do not show up** at the establishment the penalty will be **the 100% of the total amount of the stay.**

**If you leave the accommodation before your Check-out date, no amount will be refunded. If there are pending payments, we will use the guarantee deposit previously paid to cover the costs.**

**If you want to change your accommodation for other available one for unjustified reasons, it will have an extra cost of 100€ as management fees.**

### **Forth clause. Check-in and collecting keys.**

The apartment keys will be collected in the accommodation nearest office. **In your booking confirmation you will receive all the needed information and some days**

before your arrival we will send you by email or sms the name and the telephone of the person who will meet you.

To guarantee that the apartment will be fully prepared and one member of our staff will be waiting at your arrival, you should confirm us your arrival time to pick up the keys before your Check-in date. Apartamentos Temporales will not be responsible for any delays or changes in the guest itinerary that have not been communicated by email to [reservas@apartamentostemporales.com](mailto:reservas@apartamentostemporales.com) or phone (+34) 915 488 200 – (+34) 629 692 231.

In case not having of mobile signal, you can communicate with your contact person through these apps: **WhatsApp, Telegram or Line.**

You can also contact our central offices by phone (+34) 915 488 200 – (+34) 629 692 231.

**Check-in times:**

**Check-in** can be made between **15:00 and 19:00.**

**Check-in made between 19:00 and 23:30 has a supplement of 20€ and the keys collection will be made in the accommodation address.** We do not receive clients after that time to respect the rest of our guests.

As an exceptional case, our guests can check-in after that hour with an extra cost of 50€, under special request and availability.

**On December 24th and December 31st, Check-in time ends at 15:00. On December 25th and January 1st, Check-in is not possible.**

**Fifth Clause. Check-out and returning keys.**

Before living your accommodation, you should ensure to have the apartment tidied up and with the garbage placed in the containers located in the street. Otherwise, you will have to pay an extra amount of 50€ as cleaning service and rubbish collection.

- Location to **return the keys and Check-out.**

On your departure day, you should **put the keys on the table, both apartment and parking keys.**

**If any of the keys or the parking controller are missing, there is an extra payment of 20€ or 50€ respectively.**

**In case the guest forgave any belongings, Apartamentos Temporales will not be responsible of its condition or disappearance. We will keep it during 15 days and the guest could ask for its shipment, paying all the costs and 5€ more as management costs.**

- **Check-out times.**

Check-out should be made **before 11:00 am. After that time, Apartamentos Temporales reserves the right to access the accommodation without previous notice.**

**You can book a late Check-out, under request and availability. Check-out at 14:00 has an extra cost of 20€ and Check-out at 18:00 costs 40€.**

Apartamentos Temporales offers the option to keep your luggage in one of our main buildings, under request and availability. We are not responsible of any damages caused.

We have complaint forms at disposal of our guests in all of our offices.

#### **Sixth Clause. General clauses of the temporary leasing agreement**

**THE LANDLORD.-** whose details are reflected in the SPECIFIC CLAUSES of this file.

**THE TENANT.-** whose personal circumstances are reflected in the SPECIFIC CLAUSES of this file, interested in leasing for a period of time the apartment mentioned in this file.

Both parties recognize the legal capacity of each other to hold the leasing temporary agreement, according with the next,

#### **CLAUSES**

**First:** The leasing temporary agreement is governed by the law “Ley de Arrendamientos Urbanos” and what has been freely agreed by the agreement parties. Which is not in the agreement will be supplied by the Civil Code. The parties submit themselves to the courts of Madrid.

**Second:** The leasing deadline is the same defined in the SPECIFIC CLAUSES of the agreement. The agreement validity will end in that date.

**Third:** The established income for the period is defined in the economic SPECIFIC CLAUSES. The consumption expenses are included in that amount (water, electricity and internet consumption and check-in cleaning), it is not included the kitchen utensils cleaning. The Tenant commits to let the kitchen utensils clean and tidy before the check out, the apartment in the same cleaning conditions as it was when they arrived and leave the rubbish in the bins installed inside the building or in the street. If not, they must pay a fifty euros (50,00 €) of extra amount for the cleaning and rubbish collection service. The Landlord delivers the apartment and building keys to the Tenant, being the last one committed to keep and guard them. If they are lost or forgotten inside the apartment, the lock replacement or opening expenses will be charged to the Tenant. The Landlord

offers a locksmith service for a price of 30€ during working times or 60€ out of working times, under request and availability. A service of extra cleaning is offered with a cost of 50€ and the change of linen cloth and towels has a cost of 15€.

Check-in times: 15:00-19:00. Check-in time between 19:00 and 23:30 have 20€ supplement.

Check-out time: Before 11:00. Late check-out is offered under request and paying a surcharge. It is possible to keep the luggage in the building under request and availability. The Landlord will not be responsible in case of lost or damages.

**Fourth:** There is an inventory inside the apartment where furniture, fittings and objects are defined. The Tenant states that they have checked the apartment and furniture and they were in perfect conditions for use and occupation.

**Fifth:** The Landlord is entitled to demand a deposit . This is set out in the agreement. The deposit will be settled at the end of the leasing agreement. Among other things, the deposit serves to cover the additional costs or damages in the apartment or the furniture made by the Tenant or the other guests as well as damages/claims for compensation. The Tenant will have the obligation of ensuring that the rest of the guests comply with the obligations arising from this agreement. In case the Tenant or any other guest do not fulfill the present rules previously written in this contract , the Landlord will have the right to withdraw the amount of the costs from the deposit. In case the Tenant would not have given any amount for the previous concept, he authorizes the Landlord to make a charge in the credit or debit card given by the Tenant. In case the Tenant uses a parking spot, he will be economically responsible if he produces damages in any part of the parking, entering or leaving the space. The Landlord will not take any responsibility if any damage is caused to the vehicles.

**Sixth:** The leased property may not be occupied by more than the number of persons specified in the agreement and only for the time previously settled and paid by the Tenant. It cannot be used as a permanent accommodation or developing any kind of business or commercial activity. Sub-letting is not permitted. Parties and another immoral, annoying or unhealthy activities, that are forbidden by the law, are not allowed.

**Seventh:** According to the Spanish Personal Data Protection (Ley Orgánica 15/1999, December 13rd), we communicate you that the previously provided data might be incorporated to our file in RINANFE 94 S.L. to inform you of our future services. The Tenant will authorize the use of his personal data to commercial and advertising acts provided by our company. We inform you that you have the right to cancel this option by writing to our address: c/ Maestro Guerrero, 8. 28015 Madrid.

In case of differences between the English and Spanish clauses texts, the Spanish text prevails over the English text.

