



General terms and conditions

1. Reservation

You can make your reservation by phone or internet/email. Reservations are binding as well for you as for Costa Brava Holiday Rentals (CBHR). The rental period has a minimum of 1 week during the summer. A reservation will be confirmed by CBHR by sending you a reservation form to complete and to reply.

Within one week after the reservation date you deposit 30% of the total rental amount on the account of CBHR. The booking is final when this amount is received. The remaining 70% of the total amount will be transferred to our account at least two months before the start of the rental period. In case of a reservation within 2,5 months before the start of the rental period, we will ask you to pay the total amount directly.

We reserve the right to cancel your reservation if the payment is not done on time. Please bring your ID with you when you arrive to identify yourself.

At your arrival we will ask you to sign a document in which you state you have read and understood these terms and conditions.

2. Change of terms and conditions

CBHR reserves the right to change the terms and conditions. If so, we will inform you about it, they will also apply to your rental contract.

3. Cancellation

Cancellation is possible within 8 days after the reservation date by phone, email or internet. In case of cancellation;

- between 8 days after reservation date up to 8 weeks before the rental period, your costs will be 30% of the total amount.
- between 8 up to 4 weeks before rental period, your costs will be 60% of the total amount.
- within 4 weeks before the start of the rental period, your costs will be equal to the total amount.

Cancellation can be done by email, we will charge you an extra € 25,00 administration fee.

3.1 Cancellation by CBHR

If, in any situation CBHR, pushes for cancellation of a booking for a rented holiday home notification will be directly made and where possible an alternative will be offered. By non-acceptance of the alternative, CBHR will reimburse the tenant immediately with the payments already made. The tenant then gives up any rights other than the reimbursement of paid costs.

4. Liability

CBHR intermediates between the owner of the house you and can not be hold liable for damage, accidents and personal injuries during the rental period. CBHR reserves the right to refuse guests or bookings if there are reasons to do so.



5. Damage

During your stay in the rental object you are totally responsible and liable for the object and all its belongings. In case of caused damage you need to repair, replace or pay directly to CBHR. CBHR can not be hold liable in case of loss, theft, damage, injuries, directly or indirectly caused by your self. CBHR is not liable for damage caused by nature disasters, attacks or strikes.

A deposit will be charged to cover for unexpected damage. In case of no damage, this amount will be returned to you within 10 days after your departure.

6. Insurance

We advise you to take a good travel insurance, also covering additional costs for health. Please check you health policy and travel insurance on that.

7. Rules of the house

Please don't make noise and/or play loud music between 10pm and 7am. If you do and the police is being notified and fines you, the costs are for you. Please put the garbage in the container at the street at your departure. Make sure the dishes are clean, dishwasher is empty and remove the bed linen from the beds. Please clean the BBQ after you have used it. If you forget about this we will have to charge you extra for cleaning services.

You can enter your villa/apartment at the first day after 3pm. Checkout time is at 10am at the day you leave.

8. Pets

Pets are not allowed in every house, please read carefully this point in your contract of the house.

9. Opening hours on our website

Opening hours mentioned on our website regarding community swimming pool, restaurants or shops can be changed. CBHR is not liable for those facilities if they were not available during your stay for whatever reason.

10. Total amount of persons in the house

Please check in your contract the maximum allowed persons to live and sleep in the house. It is not permitted to exceed this amount.

In most houses it is not allowed to rent the house by groups of persons all under the age of 23.

11. Nuisance

During your stay it can be possible that noises are made by the local government (working on the road, garbage trucks etc.). We totally understand that this can be annoying to you. CBHR can not be held liable for this as we don't have any influence on this. This also applies if the government decides to cut water or power supply.



12. Complaints

In case you have any complaint at arrival or during your stay, please don't hesitate to contact us to help you solve the complaint. Please inform us within 24 hours about complaints at arrival or about the condition of the house to avoid any problems later. CBHR will do everything in its power to solve your complaints. You will allow and give reasonable time to CBHR to solve your complaints. In case you decide to leave earlier or you move to other location without consent with CBHR, CBHR is not liable for any indemnity.

CBHR can not be held responsible for loss or damage caused by actions or neglect by third parties.

13. Privacy Statement

Because of our important policy of correct information to all our customers we pay a lot of attention to the text and correctness of all information on our website. We can not guarantee that the information shown on the website is correct at all times. Errors can happen due to update process or outdated information. Therefore we do not accept any liability for the consequences of wrong information or changed information direct or indirectly caused by information or promotions displayed on our website.

14. Acceptance of terms and conditions

When you fill in the reservation form and reply to us you accept that you have read our terms and conditions and accept them. At your arrival you will be requested to sign for this.

15. Tourist tax

As from november the first 2012 Catalonia, as the first and only federal state/region in Spain, is going to introduce a tourist tax. CBHR also lets holiday homes in this region. With regard to these holiday homes you'll have to keep in mind that at your arrival at our office our staff member are going to ask you to pay this tourist tax. These taxes concern both foreign tourists and Spaniards who are going on holiday in Catalonia.

16. Below a survey of the tax prices

Campings cost €0,75 per night/person in Barcelona and €0,50 in the rest of Catalonia. Flats and holiday homes cost €0,75 per night/person in Barcelona and €0,50 in the rest of Catalonia.

Prices are always per person per night for persons with the age of 16 years and older. At the most 7 nights are being settled, never more. The tourist tax has to be paid at your arrival.