



EL MOLINO DEL CONDE

Conditions of rental

1. El Molino del Conde is a self-catering rental property, available for short term lets typically of one or two weeks for holidays, events and courses. The owners, Remco and Marieke, undertake to provide the property in good condition for the contracted period.
2. Bookings of El Molino del Conde are usually made by e-mail. Dates and price are agreed, and then a contract is formed when the guest sends a deposit payment to secure the booking. The deposit payment is equal to 25% of the final rental payment. Receipt of the payment is acknowledged by the owners of El Molino by e-mail, attaching a copy of this document.
3. At that point the owners reserve the dates in the booking calendar and fill in a booking form with the lead guest's contact details, the agreed dates and price, and any specific requests made.
4. If the deposit payment has not been received within two weeks of agreeing the dates and price, then the owners will assume that the booking is no longer required.
5. The balance of the rental payment (the remaining 75%) is due 8 weeks before the agreed holiday dates. The owners will send acknowledgment of receipt by e-mail. At this point they will also send a formal tax receipt if requested, showing the full rental payment, including the 10% Accommodation tax charged by the Spanish authorities.
6. In the event of cancellation after receipt of the 25% booking deposit the owners will take all reasonable measures to re-let the property. If there is a successful outcome the owners will refund half of the deposit payment. However guests are advised that it can be difficult to re-let a large property, particularly within 6 months of the holiday dates concerned.
7. Once the balance of rental payment is received (8 weeks before the holiday starts), the balance is not refundable unless the owners are successful in re-letting the property. The owners will take all reasonable steps to re-let, but customers are asked to understand that re-letting is unlikely at short notice.
8. The property owners shall not be deemed to be in breach of these terms, or otherwise liable to the guest, by reason of any delay in performance or non-performance of any of its obligations caused by circumstances beyond their reasonable control. Such circumstances may include (without limitation) flood, storm, fire, employment strikes, pandemic, urgent unforeseen repairs required to property, telecommunications access problems, road blockages or destruction or damage of the property.
9. Guests are strongly advised to take out suitable holiday insurance against inability to take advantage of the rental booking, for example in the case of a medical emergency. The insurance should also cover healthcare in Spain and any losses or accidents that you might

encounter during your holiday.

- 10.** The holiday rental starts at 16.00 on the first day of the rental period, and finishes at 11.00 on the last day.
- 11.** Over many years the owners have found that guests look after El Molino very well and treat it with respect. For that reason we do not always ask for a breakages deposit. However, guests should leave the property and its contents in the same condition as they found them. If the guest has caused the damage (for example breaking a bicycle or a DVD player) it is their responsibility to inform the manager and to settle reparation.
- 12.** The owners reserve the right to ask for a breakages deposit, particularly in the case of an unusual booking such as one involving a wedding celebration or a group with a high number of children.
- 13.** We regret that no PA systems, other large music systems or hire of DJs are permitted at El Molino. There are no immediate neighbours but sounds travels far in our valley and there are permanent residents in the area.
- 14.** On arrival, guests will be welcomed by the manager. Arrival is always a busy time, at the end of a long journey, but the lead guest or a nominee is asked to spare 30 minutes for a show around the property, and to pay attention to key points such as use of the domestic appliances and rubbish/garbage disposal. The owners will also supply a manual covering the key points, and a mobile phone number for help during the rental period.
- 15.** All adult guests are equally responsible for the safe conduct of the group during their stay. In particular this includes the swimming pool, where children should be under adult supervision at all times.
- 16.** The owners have endeavoured to make El Molino a safe, comfortable and attractive place to stay. There is a customer comments book at El Molino, so if guests have suggestions for improvement or specific complaints, they are encouraged to speak to the manager during their holiday, and may also enter them in the book.
- 17.** Although El Molino is a self catering property, the owners are frequently asked for extra services, such as organisation of excursions, arrangement of outside catering, forwarding of possessions and more. While we are happy to help wherever we can, and normally do so for free, we reserve the right to charge for our time if the hours involved become excessive. An example might be where we are involved for a total of 12 hours over two or three days in preparation for a particular event.
- 18.** On the day of departure, guests are asked to leave by 11.00 at the latest. The owners or manager will be present for any final comments and to bid farewell. Guests are asked to take all rubbish and recycling with them on the last day, for disposal in the nearby community rubbish and recycling containers. There is no need to strip the beds, but guests are asked to leave the property tidy, and point out any breakages or losses.
- 19.** For any clarification of these conditions, guests are welcome to contact the owners by e-mail at elmolino@elmolinodelconde.com or by phone on +31 655860463