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## Booking Conditions and House Rules

### Rental contract

1. The rental contract exists between the guests and Marne and Verena Benedetti, as soon as the booking request has been confirmed and at least a deposit of 20 % has been received by the owners.
2. The payment of the balance is due two (2) months prior to your arrival. We will send you all the information you need in time. If these payment conditions are not fulfilled four (4) weeks prior to your arrival, we reserve the right to cancel your booking and/no refunds can be made. The guest has under these circumstances no claim against the owner for compensation or reimbursement.

### Accommodation

3. The Villa provides room for up to six (6) persons in three (3) bedrooms.
4. Please inform us if there is a change in guests and the names that have been given to us.
5. If the maximum amount of six (6) persons is exceeded, please note that a penalty will be charged that can be up to the same amount of the rental for your stay. Guests that are not included in the registration process will have to leave the property right away.

### Cancellation

6. Please notice the cancellation rules that refer to your booking. Sometimes your booking might not be refundable.

### Check-In And Out

7. Check-in time is after 4 pm unless otherwise specified. If you inform us about your estimated arrival time at Arrecife Airport and your estimated arrival time in Nazaret, we will try to organize any preparations in the villa before your arrival even if it is before 4 pm - unfortunately that is not always possible.
8. Check-Out time is at 10 am unless otherwise specified.

### At the Villa/Use Of The Property/Pool/ Cleaning/Rules And Worth Knowing

9. If anything is not as you expect it to be and you are not content with the house or the service provided, please let us know. We will be able to solve a lot of problems if you give us the chance. If you do not take any action on your holiday, we assume that all is well and would be a bit confused by a complaint afterwards. We will not be able to accept or provide any liability if we are not able to look at the problem and improve the situation within the time of your stay.
10. This is a non-smoking house. Please refrain from smoking in all areas.
11. Please lock all doors and windows when you are going out.
12. Please report any damage to the property or the interior immediately via e Mail to us. Any damages will be evaluated and charged accordingly.
13. If you do not know how to use the washing machine, dishwasher or cooking appliance, please read the instructions provided or refer to us.

14. Water and electricity are precious resources. Especially on Lanzarote. Please use them economically.
15. Please refrain from throwing disposals, panty liners, diapers or even toilet paper into the toilet - the water system will not deal with it well and add up to serious problems rather soon.
16. Pets are not permitted. Please do also refrain from feeding any animals at the property.
17. Please do not enter the house with soaking bathing suits. It will be slippery otherwise.
18. Please do also not sit on sofas or indoor chairs with a wet bathing suit. Thanks so much! :-)
19. If you stay longer than 12 days, please note that there will be a cleaning in-between at no extra charge.
20. If you are staying for 2 weeks or less and wish a mid stay cleaning, including linen and towel change, please let us know - there will be an extra charge of 70€ for that, however.
21. Pool Service will be around once or twice a week.
22. The weather in Lanzarote is warm during most of the year. So you will be most likely able to use the heated pool every day. To maintain the temperature it is essential to put the thermic cover over the pool when not in use.
23. As you have read in the extra information: Please note that an easy accessible swimming pool is a mortal risk for infants. Please make sure that you supervise small and non swimmer kids whenever they are in the pool or able to reach it. Be aware of the floor around the pool which might get slippery when wet.
24. Please shower before getting into the pool. Sand, dirt should be rinsed off- sun cream should be applied at least 30 min before taking a swim. Thanks for that, it will help keep the pool as nice as it is.
25. Please do not throw pebbles, stones or other small items in the pool as they can damage the filtering system. Please make sure children do the same.

#### **Emergencies**

26. In the case that you need medical help, call 112 for emergencies. You will find English and German speaking doctors on the island - the nearest at Costa Teguise or Puerto del Carmen.

#### **Owner's Liability**

27. In the case that there is a damage at the property that needs to be dealt with immediately, we reserve the right to undertake what is needed to provide repair and/or maintenance for safety reasons.
28. The owners are not responsible for any loss or damage of valuables and other personal items during your stay.
29. Any property left behind that is being found and claimed within 14 days after departure may be returned to you if you provide posting and packaging costs.
30. The owners and the staff of the property are not responsible in any way for any personal injury that might occur during your stay.

I \_\_\_\_\_ (guest's name) have read, understood and approved the house rules. I will make sure the information is shared with my fellow travelers.



Signature: \_\_\_\_\_

## Pool security notice and disclaimer

Dear Guests,

We hope that you will enjoy the swimming pool at the Villa. Please note:

The use of the swimming pool is at your own complete risk and responsibility. There are signs indicating the depths of the pool but to avoid any injuries please refrain from jumping into the pool. The pavement around the pool may be extremely slippery once it has become wet. Running around the pool with a wet pavement can easily result in a fall and thus in an injury.

The pool is not fenced. Small children will easily be able to reach the pool, as it is close to the house. Please be aware that small children are at risk of drowning if they are not being supervised properly.

Small children and children who are not able to swim should always be supervised by an adult and never left unattended when playing around the pool. Please supervise your child also when the door from the living room to the pool area is left open. If no adult is present around the pool, the door from the living room to the outside terrace and pool area must remain closed and locked to ensure the safety of your children.

Marne and Verena Benedetti

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I have read and understood the information contained in this notice, and I am aware of the risks linked to the use of the pool especially in the presence of small children in my party.

If any accident should occur to me or the members of my party during the rental period as a consequence of the use of the pool the owner and any persons linked to the caretaking of the house will not be held responsible for such accidents.



Signed in behalf of all the members of the holiday party: \_\_\_\_\_

First name:	Family name:	Age (if below 16):