

## Villa Bonica – General Terms & Conditions

The present Terms & Conditions regulate the services offered by Villa Bonica.

### Definitions

- Owner: the owners of the Villa Bonica property and its Accommodations. An appointed representative can replace the Owner of Villa Bonica.
- Guest: the primary guest who enters into a rental agreement with Villa Bonica. The primary guest represents any fellow guests who is part of his/her group.
- Accommodation: an apartment or en-suite studio on the Villa Bonica estate, a furnished space offered for short-term stays, such as holidays or temporary visits. It is intended for residential holiday use during your stay and is not suitable for long-term or permanent living. All guests are expected to use the accommodation and its amenities responsibly and in accordance with the house rules during their stay.

### House rules

The accommodation is described on the website [villabonica.com](http://villabonica.com). This website has been compiled with the utmost care, but there may be discrepancies between the text and/or photos presented on the website and the actual situation in and around the accommodations at the time of the guest's visit. Guests cannot derive any rights from any discrepancies.

1. The minimum stay in an accommodation is 2 nights, except during the high season (June, July, August) when the minimum stay is 3 nights.
2. To comply with Spanish regulation 933/2021 all visitors (the primary Guest plus other members of his/her group) of touristic accommodations need to be registered prior to arrival, and for this purpose you will be asked for personal data ahead of your stay.
3. The two Apartments are each designed to accommodate up to four (4) guests. A sofa bed is available in the living room though, and a fifth guest may be considered upon prior request. If approved by Owner, an additional fee will apply for the fifth guest.
4. The two En-suite Studios are each designed to accommodate up to two (2) guests. Requests to accommodate an additional guest (e.g. baby or child) may be considered by the Owner. If approved, an additional fee will apply.
5. Check-in is from 3pm to 11pm, and check-out is until 11:00 AM. If possible, we do occasionally offer early check-in and late check-out options at an additional fee.
6. Guests can park their car in the available parking spaces on the property. Parking is at your own risk.
7. Each accommodation has its own private entrance and is accessible any time during the day.
8. Guests are not allowed to bring unregistered people to Villa Bonica without permission of the Owner, and if this occurs there is a €100 fee per day/night for each unregistered person.
9. The pool is not heated, it is open from 10am to 10pm, and use of the pool is at the guest's own risk.
10. Smoking is not permitted in the accommodation, only outside. No illegal substances whatsoever are allowed on the Villa Bonica property.
11. During the stay at Villa Bonica guests must follow the Owner's instructions at all times.
12. Guests are not allowed to organize any parties at Villa Bonica without prior permission.
13. Quiet hours are in effect from 11pm to 8am. During this period, guests should avoid loud noises, music, or any behavior that may disturb others. An exception to this rule may apply for special organized group Events, on the day of the Event only.

14. If you want to use the property barbecue or fire pit, ask us in advance to check availability. There are barbecue & fire pit packages, which include all required ingredients (charcoal, BBQ utensils, etc) as well as cleaning before and after. Check with us for these package fees.
15. In case of loss of the remote gate control, a €50 replacement will be charged to the Guest.
16. Please deposit any household waste/trash in the appropriate neighborhood containers.
17. Upon check-out the accommodation must be in the same condition as it was during check-in. If the room is significantly different upon check-out, the Owner may apply an additional charge to the Guest for any replacement costs due to damage, or excessive cleaning costs.
18. In general pets are not allowed, but contact us in case you have a small well-behaved dog, and we will consider your request. If approved by Owner, an additional fee may apply.
19. To ensure a peaceful and enjoyable environment throughout the resort, guests are expected to behave respectfully at all times. Inappropriate, disruptive, or antisocial behavior will not be tolerated, and may lead to immediate dismissal from the property without refund.
20. Due to the layout of the property, Villa Bonica is currently not accessible for wheelchairs.

### Rates

- All rates include VAT, gas, water, electricity, AC, Wi-Fi, bed linen, towels, pre- and final cleaning.
- Villa Bonica can provide baby cots and highchairs, and this is free of charge.
- The rates do not include the costs of cancellation and/or travel insurance and/or other related costs.
- The accommodation rates are subject to change.
- All information on the villabonica.com website is deemed to be provided in good faith, is subject to interim changes, and Villa Bonica is not bound by any errors on its website.
- Prices, rates, and fees mentioned in these Terms & Conditions are in EUROS.

### Reservation & Payment

- A reservation is considered confirmed once a booking has been made and a 50% deposit has been received and confirmed by Villa Bonica. There are no additional booking fees.
- The full remaining balance of the booking must be paid upon arrival at the accommodation. For Events, the remaining 50% must be paid to Villa Bonica six weeks before arrival.
- A €100 cash deposit is required prior to your stay. If at check-out the accommodation is still as clean as found at check-in, the deposit will be returned immediately. For Events, the cash deposit to be paid upon arrival is €1,000.

### Cancellation

- In the event of cancellation less than two (2) months prior to the originally scheduled arrival date, the deposit already paid shall be non-refundable. Cancellation must always be communicated in writing to Villa Bonica by email to: [info@villabonica.com](mailto:info@villabonica.com) .
- If, due to unforeseen circumstances, Villa Bonica is unable to provide the reserved accommodation, an alternative or equivalent accommodation will be offered in consultation with the guest.

### Complaints

Guests are entitled to submit any grievances to Villa Bonica in the form of a complaint. Villa Bonica will handle all complaints promptly and appropriately, ensuring they are addressed with fairness and reasonableness.

### Force Majeure

In the Event of force majeure, both permanent and temporary, Villa Bonica is entitled to terminate the agreement in

whole or in part or to temporarily suspend it without the guest being able to claim performance and/or compensation. Force majeure includes, but is not limited to: threat of war, war, uprising, molestation, strikes, boycotts, disruptions to the energy circuit, government measures, scarcity of raw materials, natural disasters, extraordinary weather conditions, death of one of the owners or immediate family members, etc., under which full or partial performance of the agreement cannot reasonably be expected of Villa Bonica.

### Liability

- All guests stay at the property at their own risk. Villa Bonica shall not be held liable for any injury, accident, loss, or damage to guests or their private property during their stay.
- Parents or guardians are solely responsible for the care and supervision of underaged children during their stay at Villa Bonica. Children must be closely monitored at all times, particularly when in the pool or other shared areas.
- Villa Bonica is not liable for disruptions in and around the accommodation, such as power outages, internet or water supply disruptions, technical installations, or any construction and/or roadwork near the accommodation.
- If guests cause any damage or loss of items on Villa Bonica's property, this must be reported and compensated to the Owner.
- If glassware is used and the pool needs to be drained due to glass spillage, Villa Bonica will charge the other party €1,500, as this is the cost of draining, cleaning and refilling the pool.
- Villa Bonica can only be held liable for damage that is due to gross negligence or neglect of the aforementioned.
- Should such a problem arise, it will always be limited to direct damage, and any form of consequential damage is excluded. Furthermore, Villa Bonica's liability is limited to the maximum amount that Villa Bonica's insurer will pay in such a case.

### Privacy

Villa Bonica will treat all personal data provided to or made known to it confidentially and will not make it freely available to third parties.

### Applicable Law

The present conditions shall be governed by the Spanish legislation in force. The language used shall be Spanish.