

Terms and Conditions – Villa Don Grosa

Last updated: 11-06-2025

These terms and conditions apply to the rental of our Villa Don Grosa in Spain through our website. By making a booking, you agree to these terms.

1. Definitions

- **Owner:** The owner or manager of the villa, hereafter referred to as "we", "us", or "our".
 - **Guest:** The person who makes the reservation and is responsible for the other occupants.
 - **Villa:** The holiday accommodation in Spain rented out by us, including all associated facilities.
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2. Booking and Confirmation

- A booking is considered final once we have received the **deposit**.
 - The guest will receive a confirmation email after the booking is accepted.
 - Only persons aged 18 or older may make a reservation.
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3. Payments

- The **deposit is 30%** of the total rental price and must be paid within **5 days** of booking.
 - The **remaining balance** must be paid no later than **6 weeks before arrival**.
 - For bookings made within 6 weeks of arrival, the **full amount** is due immediately.
 - Please also refer to our **Payment Terms**.
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4. Cancellation by the Guest

- Cancellations must be submitted in writing by email.
- Cancellation fees:
 - Up to 6 weeks before arrival: 30% of the rental amount (deposit)
 - Less than 6 weeks before arrival: 100% of the rental amount

- We strongly recommend that you take out **cancellation insurance**.
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5. Cancellation by the Owner

- In the event of force majeure (e.g. natural disasters, significant damage to the villa, or government restrictions), we reserve the right to cancel the reservation.
 - In such cases, any payments made will be refunded in full. No further liability applies.
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6. Arrival and Departure

- **Check-in:** from 4:00 PM
 - **Check-out:** no later than 10:00 AM
 - Alternative times may be possible by prior agreement.
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7. Use of the Villa

- The guest is responsible for the proper use of the villa.
 - **Parties, events, and pets are not allowed**, unless explicitly agreed upon in writing.
 - In the case of damage or loss, part or all of the **security deposit** may be withheld.
 - The villa may not be occupied by more than **8 adult people**, plus a maximum of 6 children.
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8. Cleaning and Security Deposit

- The villa is delivered clean and should be left in a tidy condition upon departure.
 - A **final cleaning fee** will be charged (as indicated in the booking confirmation).
 - The **security deposit** will be refunded within 7 days of departure, provided no damage has occurred.
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9. Liability

- We are not liable for accidents, loss, theft, or damage occurring during the guest's stay.

- Use of the villa and its facilities is entirely at your own risk.
 - We are not responsible for utility outages or disturbances caused by third parties.
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10. Complaints

- Any complaints during the stay must be reported immediately so that we can address them.
 - Complaints submitted after departure will only be considered if received in writing within **7 days** after check-out.
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11. Governing Law

These terms and conditions are governed by **Spanish law**. In the event of disputes, the competent court in the region where the villa is located shall have jurisdiction, unless mandatory consumer law states otherwise.

Contact

If you have any questions, feel free to contact us at villadongrosa@gmail.com