



CONDITIONS

MORAGA RENTALS



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IMMO

Benisol Commercial Space
- C. Torrevieja
03178 Benijofar (Alicante)

1. Payments and Cancellations: Information and Conditions

1.1 Reservation confirmation and deposit:

When making a reservation, a deposit is required to confirm the booking. The down payment is 20% of the total rental amount. The deposit can be paid by bank transfer or on location at our office via the payment terminal. The reservation will only be definitively confirmed after receipt of the deposit.

1.2 Payment schedule:

The remaining amount of the rent must be paid no later than one month before arrival, including the terms and dates. All payments must be made in Euros and can be made by bank transfer or on location at our office via the payment terminal.

1.3 Cancellation Policy:

In case of cancellation of the reservation, the following conditions apply:

- A refund of 80% of the full deposit, if canceled up to 30 days before the check-in date.
- No refunds if canceled within 30 days of check-in date. The cancellation policy takes effect once the deposit has been received.

1.4 Deposit:

A security deposit is required upon check-in and is payable to Moraga Rentals no later than 24 hours before check-in, the amount may vary per property. The deposit can be paid by bank transfer or at the office using the payment terminal. Detailed information about this is available in the description on our website. The deposit will be refunded within 5 business days of check-out, provided no damage, additional cleaning fees or violations of the rental agreement have been noted.

1.5 Disputes:

In case of disputes regarding payments, the guest must contact Dagmar (during office hours) to resolve the issue.

1.6 Changes in Payment Regulations:

These payment regulations are subject to change without prior notice. However, guests will be notified of any changes affecting their reservations.

1.7 Other Provisions:

Additional surcharges for overconsumption of utilities are charged at a rate of €0.40 per kWh. The price includes a certain number of kWh, this is stated in the description, but we usually apply a maximum consumption of 85 kWh/week and 350 kWh/month if you rent on a long-term basis.

We would like to let you know that every home is equipped with an intermediate meter in the electricity cupboard. This helps us to accurately monitor your electricity consumption and ensure fair cost distribution. Furthermore, in the event of disproportionate use of water, additional costs will be deducted from the deposit.

1.8:Final cleaning:

A final cleaning is mandatory and will be charged separately. Final cleaning costs may vary depending on the length of stay, the size of the accommodation and the presence of pets.

1.9 :Check-in time:

Check-in time: The standard check-in time is between 3:00 PM and 8:00 PM on the day of arrival. For later check-in, you can use a drop box located in our office. Please contact us for more information about the procedure.

1.10 :Check-out time:

The standard check-out time is no later than 11:00 am on the day of departure. A later check-out can be requested. This depends, among other things, on availability. Please contact us for more information about the procedure and any additional costs.

1.11 : Pets:

Pet Policy: Pet policies may vary per rental property. Some properties allow pets, while others may not. Please contact us for specific information regarding the pet policy for your chosen property. Any charges related to pets will also depend on the policy of the specific rental property.

1.12: House rules:

As part of our commitment to a pleasant stay, we list important rules regarding the use of our accommodations. This includes our policies on pets, smoking, noise levels and possible restrictions on the number of guests. We ask our guests to respect these rules to ensure the quality of stay for all tenants.

1.13: Insurance and Liability:

We ask our tenants to take responsibility for any damage to the property during their stay. Any requirements regarding insurance are clearly communicated. This enables us to properly maintain our accommodations and keep them available for future guests.

1.14: Privacy Policy:

Protecting the privacy of our tenants is of great importance to Moraga Rentals. Our privacy policy includes guidelines for the collection, use and protection of renters' personal information. We do not share this information without permission and take appropriate measures to protect it from unauthorized access.

1.15: Complaints Procedure: We strive to provide our tenants with an excellent experience, but understand that sometimes problems may arise. That is why we have drawn up a clear complaints procedure. If tenants have a complaint, they can submit it to our team, and we will handle it as quickly as possible and with due care.

1.16: Legal Requirements:

At Moraga Rentals we ensure that all our terms and conditions comply with all relevant laws and regulations regarding rental contracts, consumer protection and privacy. We strive to be transparent and honest in all our business practices

1.17: Moraga Rentals responsibility

It is important to note that Moraga Rentals acts solely as an intermediary to facilitate bookings and payments for accommodations. We are not responsible for the actual condition, amenities, safety or quality of accommodations booked through our platform.

While we make every effort to ensure that the properties listed meet our quality standards and that our customers have a positive experience, we recognize that the ultimate responsibility for the property and stay lies with the property owner or manager.

When submitting a complaint, the tenant understands that Moraga Rentals acts only as an intermediary and that all disputes relating to the accommodation itself must be resolved between the tenant and the owner or manager of the accommodation.

1.18 Agree:

By making a reservation, the guest agrees to the conditions set out in these payment regulations.

With these extensive guidelines and conditions regarding payments and cancellations and our operations, we strive to make your stay as smooth and pleasant as possible. If you have any questions or need further clarification on any of the points mentioned, please do not hesitate to contact us. We look forward to welcoming you soon and offering you an unforgettable experience. Have fun and enjoy your stay!

Yours sincerely,

Moraga Rentals