

General booking conditions and house rules



Booking confirmation

After we confirm the availability and price of the booking according to the agreed number of guests (booking details), you will have a period of 48 hours to complete the booking.

You must make a down payment via bank transfer to the account provided, for an amount equal to 40% of the total planned stay, specifying in the reference: Cal Rei Vinyes stay, name and surname of the person who makes the booking and dates of the booking (check-in and check-out dates).

Once the guest has made the payment, he/she must notify us or send us the proof of payment. Once the payment has been received, a confirmation email will be sent (Booking Confirmation) and the booking will be confirmed. (If the deposit has not been received within 3 days of confirmation, the booking will be deemed to have been cancelled, unless otherwise agreed).

BALANCE PAYMENT

The balance (60% of the total cost of your stay) must be paid 30 days before arrival to the same bank account number used to confirm your booking. You will then send us proof of payment and your booking will be confirmed by e-mail.

TOURIST TAX

The tourist tax is €1,10 per person per night (only applicable to adults and for a maximum of 7 nights), it is not included in the price and will be charged on arrival (if it has not been paid before).





Deposit

When you check in, you must pay a deposit of €400 in cash (if it has not already been paid by bank transfer). The deposit will be refunded by bank transfer to your account, after we have checked the house is in good condition.

HOUSE CLEANING

The house must be left in the same condition as it was found. Should any defects occur, such as: leaving the house dirty or untidy, not disposing of rubbish, leaving the fridge with leftovers of food cooked in the house, throwing cigarette butts on the floor of the house or in the garden or any other misuse or defect, the house reserves the right to withhold the relevant amount to cover the cost of the damage caused or the extra cleaning hours. If the stay is longer than two weeks, there will be an additional cleaning charge.

BOOKING CANCELLATION

Should a confirmed booking be cancelled, the following amounts may be withheld:

- 50% of the down payment if the cancellation is made 90 to 50 days before the date of arrival - 100% of the down payment if the cancellation is made less than 50 days before the check-in date.
- If the cancellation is made less than 15 days before the date of arrival, 75% of the total amount of the stay is due and if the cancellation is made less than 8 days before the date of arrival, 100% of the total amount of the stay is due.



House Inventory

The house is fully equipped for the guests.

Please let us know when you arrive if you find anything missing.

Coffee machines are conventional (Italian) and filter coffee machines.

Should anything break during your stay, please let us know.

You will find a basic cleaning kit in the house to get you started with your stay, which includes: rubbish bags, washing-up liquid, dishwashing tablets, dishcloths and kitchen towels.

PETS

Pets are allowed in the house (maximum 2), with an extra cost of €50 per pet per stay. Dogs must not be allowed on the sofa or on the bed.



CHECK-IN AND CHECK-OUT TIMES

Check-in time at Cal Rei Vinyes will be from 5pm to 6pm, unless otherwise agreed with the management of Cal Rei Vinyes. Check-out time, except in July and August, may be in the afternoon at the most convenient time, as long as it does not coincide with the arrival of new guests.

In July and August, when bookings are made by the week, check-out is before 11 am.

GETTING INTO THE HOUSE / HANDING OVER THE KEYS

To pick up the keys to the house, please call 629 51 80 57 (Marcel) a few days before arrival to arrange your check-in time.

The key-holder will explain the main instructions for use and will give you a tour of the house's amenities.

A rental contract will be signed between the host and the guest for the duration of the stay.



House rules

Guest must agree to the following rules during their stay in the house:

- To confirm the check-in time, as there is a person waiting for their arrival. A telephone number will be given to notify possible amendments to the arrangements.
- The occupancy of the house will be limited to the number of people stated in the reservation. Children over 2 years old also count. If there are visitors coming during the day, please let us know and if necessary agree on the price.
- Report any anomaly, damage or defect detected in the house and inform the host in the event of any damage, but always before check-out.
- No music or noise that may disturb the neighbours is allowed during the stay.
- Parties or similar events are not permitted without the express authorisation of the hosts and you must always comply with the rules laid down in accordance with the municipal regulations, which require you not to disturb the neighbours.
- If pets are present, they should not be allowed on the sofas and/or on the beds. Pet owners are responsible for keeping their pets in proper hygienic conditions and for any damage caused to third parties or to the house's fixtures and fittings.
- The barbecue should always be properly extinguished if it has been used and should not be used in the event of strong winds or in the dry months when it is forbidden, as the fire risk is elevated.

- The house must be left in the same condition as it was found. The house should be left clean and tidy. By way of example: dishes should be clean, the fridge free of food leftovers and the rubbish should be cleared out. The house must be ready for cleaning. If the house is not left in good condition, the property reserves the right to retain the relevant amount of the deposit to cover the cost of any damage caused or extra cleaning hours.

Acceptance of conditions: Payment of the booking deposit implies acceptance by the guest of all the conditions stated above.



CAL REI VINYES

RURAL TOURISM

629 31 80 57 / 616 83 96 80

Can Serra / n°. 1

E-17460 | Celrà | Girona | Catalunya

reivinyes@gmail.com

WWW.CALREIVINYES.COM