



Booking Terms & House Rules Villa Castaño

By making a reservation, the lead guest agrees to the following terms and conditions and is responsible for all accompanying guests.

1. Check-in and Check-out

- A physical check-in and check-out with our host is mandatory.
- Upon arrival, a joint inspection of the villa and inventory will take place.
- Upon departure, the host will carry out a final inspection of the property.
- Check-in is available between 3:00 PM and 8:00 PM.
- Check-out must take place before 11:00 AM.
- Late check-in is only possible upon prior agreement with the host and may incur additional charges.

2. Guests

- Only guests listed on the reservation and approved by the owner are permitted to stay at the villa.
- Additional guests and visitors are not allowed without prior written approval from the owner.
- The lead guest is responsible for the conduct of all guests during the stay.

3. House Rules

- Parties and events are strictly prohibited.
- Smoking and vaping are not permitted inside the villa or anywhere on the property.
- Quiet hours apply between 10:00 PM and 8:00 AM.
- Commercial photography, filming, and other professional content productions are not permitted without prior written approval from the owner.
- Pets are not allowed.
- Open fires, fireworks, and other hazardous activities are prohibited.
- Guests must treat the villa, inventory, garden, and all facilities with care.
- Guests are required to remove and dispose of all waste during their stay and upon departure in the designated municipal waste containers located along the public road.
- Leaving waste inside the villa, garden, terrace, or elsewhere on the property is prohibited.
- If waste is left behind, the costs of waste removal and additional cleaning will be charged to the lead guest.

4. Guest Identification

- All guests must provide a valid identification document to the host no later than 48 hours before arrival.
- Only pre-registered and approved guests may stay at the villa.
- Failure to comply with this requirement may result in refusal of access without refund.

5. Damage and Liability

- Any damage, loss, or defects must be reported to the host immediately.
- The lead guest is liable for any damage caused by themselves, accompanying guests, or visitors.
- Costs for repairs, replacements, or additional cleaning may be charged to the lead guest.

6. Swimming Pool and Other Facilities

- Use of the swimming pool and other facilities is entirely at the guest's own risk.
- Children must be supervised by an adult at all times.
- The owner is not liable for accidents, injuries, or damages resulting from improper use.
- Guests must keep all outdoor areas, including the swimming pool, terrace, and garden, clean and free of waste.
- Waste must be disposed of in accordance with Article 3 of these terms.
- If waste is left behind, the costs of waste removal and additional cleaning will be charged to the lead guest.

7. Security Deposit

- A security deposit of EUR 1,000 must be paid prior to the start of the stay.
- The deposit must be received in full before check-in.
- The deposit will be refunded within 7 days after check-out, provided that no damage, missing items, violations, or other issues are identified.
- Any costs for damage, extra cleaning, missing inventory, or violations of these terms may be deducted from the security deposit.

8. Payment and Cancellation

- Full payment of the rental amount is required at the time of booking.
- Cancellations made more than 60 days before check-in are eligible for a 100% refund.
- Cancellations made between 60 and 30 days before check-in are eligible for a 50% refund.
- No refund will be provided for cancellations made within 30 days of the check-in date.

9. Termination of Stay

- The owner reserves the right to terminate the stay immediately in the event of violations of these terms, nuisance, illegal activities, dangerous behaviour, or exceeding the permitted number of guests.
- In such cases, no refund will be provided.

10. Force Majeure and Owner Liability

- The owner is not liable for loss, theft, or damage to guests' personal belongings.
- The owner is not liable for temporary interruptions to internet service, utilities, or circumstances beyond their control.





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11. Enforcement

- Violation of these terms or house rules may result in immediate termination of the stay without refund.
- If necessary, the owner or host may contact the police.
- Any costs, fines, damages, or legal expenses resulting from violations shall be borne entirely by the lead guest.

