

GUIDELINE

-The houses will only be rented to families, couples and people who come in search of **tranquility**. It is forbidden parties, meetings or noise that may cause discomfort to other houses. (The property will have the right to ask to leave the accommodation).

- **Pets are not allowed**

-The house is delivered clean, in perfect condition of habitability and fully equipped, sheets, bath towels, etc.

-To confirm the reservation, previous payment will be requested.

- **It isn't allowed more people than people have been agreed**, neither the change of people without authorization of the property. 2-bedroom houses can be occupied by four people (including children and babies), with the possibility of a fifth person, child or baby; 3-bedrooms house for six people (including children and babies), with the possibility of two more people, child or baby. The use of extra bed or cot will be free.

-**To the delivery of keys**, it will be paid the rest of the payment, plus the deposit if agreed.

-**Do not leave the air conditioner on when you are outside and / or when you have windows or door open.**

-**Don't leave the keys behind the door.**

-If there are damages caused by the client, they must be paid before departure.

-The pool (and playground, only in the palmar) is reserved for the exclusive use of our guests, not for visits or rented houses in another area.

-The departure time of the houses will be before 11 in the morning and the entrance from 5 pm. For any modification you can ask to the property.

CANCELLATION POLICY:

- If you cancel or modify your reservation more than 40 days before of arrival, 90% of the deposit will be refunded.

- If you cancel or modify your reservation between 40 and 15 days before arrival, 90% of the deposit will be returned if it is rented for the same amount and date.

- If you cancel or modify your reservation within 15 days prior to arrival, 80% of the deposit will be returned if it is rented for the same amount and date.

- If you cancel or modify your reservation on the day of arrival or do not show up, nothing will be returned.

NOTE: Customers are expected to have full respect for the facilities, as well as their owners and, in general, the entire environment, both cultural and natural. Any type of suggestion on your part will be appreciated.

The client's stay will be terminated in advance when he / she fails to comply with the rules set out, the usual rules of urbanity, hygiene or coexistence, as well as in cases that exceed the authorized accommodation places.