



## REGULATIONS

### 1. General provisions

- The set of regulations is aimed at providing our Guests with a calm and comfortable stay.
- Making a reservation is equivalent to accepting the Regulations.
- The agreement is concluded at the time of making a reservation.
- All payments are to be made only in Euros.

### 2. Reservations and payments

- The main condition of booking an apartment in HAPPY APARTMENTS TENERIFE is the payment of a deposit in the amount of 30% of the total cost of rental via PayPal platform or bank transfer.
- In the event of having to cancel the booking above 60 days before arrival, the deposit paid by the client is refunded. In the shorter period, the deposit is not refunded.
- The remaining amount (70%) is to be paid on the day of arrival in cash or by card.
- At check-in, a refundable deposit is charged in the amount of 200 EUR.
- There is also an additional charge for cleaning after departure of guests in the amount of 40 EUR (apartments in Colina Blanca) or 50 EUR (apartments in Island Village).

### 3. Agreement, conditions and scope

- The agreement concluded between HAPPY APARTMENTS TENERIFE and the customer includes only property rental. Food, transport to the property, the organization of time during your stay are only at the discretion of the Customer. Optionally, HAPPY APARTMENTS TENERIFE may organize airport transfer for an additional payment of 35 EUR for one way.
- Check-in time should be agreed with the person responsible for handing over the keys.



- The Customer is obliged to inform the Office via e-mail or by phone about the estimated time of arrival at least 7 days before the arrival.
- A day in the apartment starts at 16 p.m. and lasts until 11 a.m. There is a possibility of early check-in as long as the apartment is ready for Guests or for an additional fee (individual agreement).
- Meeting with resident and key handover takes place in a rented property.
- Upon receiving the keys to the property, HAPPY APARTMENTS TENERIFE reserves the right to ask the Guests to show their IDs.
- The number of people staying in the apartment cannot exceed the number of people declared at the moment of booking. If the number is greater, the Lessor reserves the right to terminate the Agreement with immediate effect.
- The Guest is obliged to properly take care of the apartment.
- During handing over the keys, the resident gives the Guests instructions on how to operate electrical equipment in the property. This moment means that the Guests become acquainted with the technical conditions, quantities and equipment in the apartment.
- The Customer is obliged to inform the person responsible for handing over the keys about possible defects and faults found in the apartment and to report any damage caused during the stay.
- Failure to report the comments and objections to the technical state at the time of the check-in is equivalent to accepting the state of the apartment by the Guest without any comments and reservations.
- The employees of HAPPY APARTMENTS TENERIFE have no right, without the permission of the Guests, to enter the rented property, with the exception of the right of entry in the case of security threats and non-compliance with the Regulations of the Guests.
- It is forbidden to use any equipment powered by electricity or gas, which are not the equipment of the property, and which may cause fire hazard, e.g. electric heaters, radiators, gas burners.
- It is forbidden to light candles, bring flammable materials, explosives and smoking materials with an unpleasant odor to the apartment.
- Smoking in the apartments is completely forbidden. Smoking is allowed only on balconies, terraces and outside the building. HAPPY APARTMENTS TENERIFE reserves



the right to impose a penalty of 150 EUR for failure to comply with the ban on smoking.

- The insurance of travel and stay is to be dealt with by the Guests on their own according to their needs.
- Each time the apartment is left, the Guest is obliged to turn off air conditioning, electrical equipment and water and close the doors and windows in the property.
- It is forbidden to take out of the apartment any equipment belonging to it, such as towels, blankets, pillows, appliances, furniture etc.
- Guests who intentionally or accidentally destroy the property are obliged to cover the costs in full. HAPPY APARTMENTS TENERIFE reserves the right to keep the refundable deposit paid in case of any infringements.
- It is forbidden to move the furniture in the apartment.
- In case of losing the keys to the property, Guests are required to pay a fee of 50 EUR.
- Warning! In Spain, the door handles are typically located only on the one side of the door (inside the apartment). In case of slamming the door of the apartment and having to call a locksmith, the cost of this service ranges from 150 EUR to 300 EUR and is to be covered by the Guest.
- Customers are required to maintain the facility in good order and to follow the rules of good neighborliness, and in particular to observe night time hours from 10 p.m. to 6 a.m.
- The guests before check-out are obliged to wash the dishes, empty the fridge and throw out the rubbish. FOR LEAVING THE RUBBISH IN THE APARTMENT, AN ADDITIONAL FEE WILL BE CHARGED IN THE AMOUNT OF 40 EUR. This scope of activities is not included in the final cleaning fee.
- On the day of departure the Guest is obliged to make the rented apartment available to a designated person in order to check the condition of the property. Only then the Guest has the right to leave the apartment.
- The receipts for the stay are issued on request.
- HAPPY APARTMENTS TENERIFE reserves the right to refuse to hand over the keys if the Guest: does not have a valid identity card, is under the influence of alcohol and/or drugs or behaves aggressively.
- HAPPY APARTMENTS TENERIFE is not responsible for the items left in the apartment by the Guests.



- HAPPY APARTMENTS TENERIFE reserves the right to change the property to another in the same or higher standard in the event of unforeseen circumstances independent of the company and random events that may prevent the use of the apartment.
- HAPPY APARTMENTS TENERIFE is not responsible for the inconveniences independent of us and random events related to it, for example the repairs, construction works in the complex or in the neighborhood, the noise, disturbing the peace by neighbors, any outages in utilities supply during the stay in our property.
- While using the pool in the complex, it is forbidden to drink or eat in and by the pool. It is possible only in the bar next to the pool.

