

General Letting Terms

Goodlife Concepto SL, ESB93534790, Calle Torrox 1, 29640 Fuengirola, Spain hereafter called "The Renter" of Padel Mansion Alicante, Diseminado Monnegre 67D, Bonalba Baja, 03115 Sant Joan d' Alacant, Spain.

The Renter rent the property, mentioned in "Padel Mansion Address" at the Booking Confirmation (hereafter referred to as "BC") to The Guest (specified in the BC) under these conditions:

Clause 1: Rooms

The Guest rents part of the house, specified in the BC under "Price & Payment, Room numbers"). The room numbers are specified at the webpage www.padelmansion.com under "Bra att veta" (Swedish version) and "Good to know" (English version). In the specification there is photos, but also detailed information about the room (location within the building, equipment/furniture/views/blinds/ lock/climate).

The Renter has the right to change the specification for each room, without notifying The Renter, as long as the change is not significant lower the standard of the room.

Clause 2: Public Space/Common Area

If The Guest don't rent "full house" which means all rooms, The Guest must share the Public Space with other guests and follow the instructions given by The Renter.

Clause 3: Rental Period & Costs

The rent of the property is for a temporary accommodation.

The Rental period is fixed and presented in the BC. Please notice the earliest time for Arrival and latest time for Departure.

The Renter stipulates that the tenant will vacate the accommodation before the above expiration date and time. The reason for this temporary tenancy is: that The Guest is temporarily letting the accommodation, permanent resident elsewhere, and will return to reoccupy the accommodation himself/herself/themselves.

The Cost for renting the property is specified in the BC. The rent of the property includes rates for normal usage of gas, water, electricity, internet, taxes of any (governmental) institute and all other concomitant deliveries and services.

Clause 4: The payment

The condition of the payment is specified in the BC. If payment is not carried out as specified The Renter has the right to cancel the booking and claim the full cost of The Guest.

Clause 5: Security Deposit

In addition to the payment, The Guest will also pay a security deposit to ensure fulfilment of the rental. The deposit is not considered a maximum amount The Guest can be responsible for, with problems/damages/costs during the stay.

The balance of the deposit will be paid back to The Guest after the rental period. The lessor Renter will repay the security deposit within two weeks after getting an email from The Guest where they present the account details (IBAN, BIC/Swift, account holders name and address).

Clause 6: No discount

The Guest cannot ask for a discount on the rent if he/she/they does not use the property for a period. Additionally, it is not possible to ask for a discount if The Guest thinks he/she/they is using the utilities less than the other Guests.

Clause 7: Contact The Renter

The Renter can be contacted as presented in the BC (under "Information about the Renter).

Clause 3: Contact tenant

The Guest can be contacted as presented in the BC (under "Information about the Guest).

Clause 9: Exclusive use & restrictions

The property is intended only for the number of guests presented in the BC. The Guest can not invite, rent or let anyone inside the property. The reason for that is that the property has a maximum number of people that is allowed for security reasons and for the license of the property. The Guest is aware that any violation of this clause can cause a very huge indemnity.

Clause 8: Responsibility

The Guest is taking full responsibility for the rental (also including the vehicle if the are rented/included). Be presenting in the support group the damages caused this will give a 25% discount of the cost of replacement or repair. This is not valid for the vehicles as there is a exceed of €300 for each damage.

Clause 9: At start of the rental period

Upon arrival The Renter and The Guest will do an inspection together. At the inspection The Guest needs to report any damage or malfunction they will find. In fact The Renter give the Guest the first 12 hours to report problem in the support group.

The Renter is obliged to deliver the property to the tenant in a clean state at the start of the rental period. Clean means:

1. Floors are vacuum cleaned.
2. All tables/desks/closets/other property are cleaned with water, soap and a cloth.
3. Bathroom areas (toilet, shower, etc) are cleaned with water, soap and a cloth.
4. No animals (like rats, cockroaches, insects) are in the accommodation.
5. All public space/common area is tidy and clean.

The Renter has important information at the website that The Guest is obligated to read and approve them by arriving to the property. The Renter is obligated to give The Guest the link if The Guest can not find it themselves at the website.

Clause 10: During the rental period

A. Take care of the property

The tenant is obliged to use the property with due diligence/caution. In case of damage to the property The Guest must immediately notify The Renter. Any damage to the accommodation (including furniture, decoration etc) caused by the tenant will be repaired at his/her/their expense. Any items missing at the time of the rental will be replaced at his/her expense.

B. Keep the property tidy and well organized during the stay

The Guest agrees to keep the property tidy at Public Space/Common Area of the property.

C. Maintenance obligations – The Renter

The following maintenance obligations in relation to the rental of the property are at The Renters expense:

1. Garden
2. Pool and jacuzzi (normal maintenance)
3. Construction & installation

D. Maintenance obligations – The Guest

The following maintenance obligation in relation to the rental of the property are at The Guests expense:

1. day-to-day maintenance and if necessary small-scale repairs to locks and hinges, padel room, storage for golf clubs etc.
2. the maintenance of water taps and kitchen/dishwasher drains.
3. cleaning and unblocking of drains, sinks and gutters, if those can be reached by The Guest
4. Little maintenance jobs such as replacing a light bulb, replacing cups and dishes and cleaning materials etc. need to be paid for by The Guest him/herself/themselves.
5. all other repair work ensuing from gross negligence, carelessness, neglect or rough handling during occupancy on the part of the tenant.

E. Visitors

The tenant is NOT allowed to have visitors.

F. Noise & Disturbance

The tenant may not cause hindrance or nuisance to the neighbours, other guests and local resident.

G. Lock and Key

The Guests is entitled to keep the gate to the property closed at all times. If The Guests wants key to each room and the common areas The Guest is fully responsible for any loss or damages of the keys/remote and understand that if any keys/remotes is lost, there can be cost of replacing the lock and reprogram the remotes/gates.

H. Other rules

- The Guest is not allowed to keep pets within the property.
- The Guest is not allowed to cook in the bedroom.
- A fridge in the bedroom is not allowed.
- The Guests is not allowed to change something in any room unless The Renter gives a written permission in the support group.
- The Guest is not allowed to nail, screw, scratch or do other things to the floors and walls.
- The Guest is not allowed to place bikes or other large items in the shared areas.
- Smoking is not allowed inside the house.
- The Guest is not allowed to change the locks of the doors and windows.
- The Guest is not allowed to put stickers, graffiti etc within the property.
- It is forbidden to have a BBQ inside or near the inside of the house.

Clause 11: The Services provided by The Renter

The service The Renter provides is specified in the BC.

The Renter has the right to change the services specified at the webpage HOWEVER The Renter has the right to change the services provided in the BC only if The Guest gives her/his/their written approval. The Services may varies depending of season and what is included as service in the BC (as price varies depending of what service is provided).

Clause 12: The Support provided by The Renter

In general The Guest is renting a property to use during the rental period. The Guest can not expect same service as a hotel, b&b etc.

The Renter offers support by Whats App. During weekdays an answer of a post will be answered within 8 hours (between 09.00-17.00). Often immediately, but not guaranteed. During weekends within 36 hours.

If any problems need to be fixed at the cost of The Renter, The Renter need to provide help within 24 hours (weekdays, and 60 hours during weekends).

If the problem is caused by The Guest (by accident, damage, not handling it correctly/following the instructions provided in the support group, The Renter will try to fix the problem asap, but with no time limit).

The fact that The Renter provides gardener or any other staff in the property, will not speed up time to fix the problems, especially if the problem need to be fixed by a professional. The staff on site is not there for personal service, support, backup, but in case of time we can support by the support group and by personal visit/meeting. The Renter provides manuals and videos (if applicable) at the webpage for technical appliances.

Clause 13: Upon departure

When vacating the accommodation, the tenant will leave everything clean and tidy and in good repair. Prior to leaving, the tenant will make an appointment with the lessor or his/her caretaker in order for the lessor or his/her caretaker to inspect the accommodation in the tenant's presence. Should the lessor or his/her caretaker deem it necessary to do any further cleaning or repairs, such will be done at the cost of the tenant.

The tenant returns the accommodation including the inventory in the same condition in which it was accepted.

Clause 14: Liability

The Renter accepts no liability for any damage to the accommodation of The Guest whatever the cause is (policy: the things the Guest breaks The Guest will pay what it cost to replace/repair). The tenant agrees not to hold the lessor or his/her caretaker responsible for damages of any kind, whatever the cause and hereby indemnifies the lessor or his/her caretaker from any claims made by a third party for damages caused by the use of the accommodation, unless intent or gross negligence on the part of the lessor or his/her caretaker were involved.

Clause 15: Applicable law

The booking and these General Letting Term falls under the Spanish law of the country. In case of any disputes between The Renter and The Guest, the court of Alicante will deal with the dispute.

Clause 16: Passports for all persons is required

Due to the tourist law of Spain a copy of the passport of The Guest as well as every person staying in the house will be presented in the support group before arrival. The Renter has the legal right to decline access to the property for the persons that can not present a valid passport.

Clause 17: The Vehicles

If you rent a vehicle this should be confirmed in the booking form. Here is some general rules:

1. Upon arrival The Guest must perform and sign an inspection. The Guest is responsible to make sure all dents and mark is marked in the protocol of the inspection. By signing the protocol you are approving the status of the vehicle.
2. The insurance of the vehicle is only valid with drivers over 25 years old with valid driving license (same as for all drivers).
3. Upon the departure the inspection will be carried out together with The Renter. For any damages that was not there in the first protocol is the responsibility of The Guest and The Guest will be charged an exceed of €300/damage.
4. The vehicle must be tidy (no garbage in the vehicle) when you return the vehicle. And with full tank. If not this has been done The Renter will take care of it for an extra charge (€10/10 min and the cost of the fuel +50%).