

Method of Payment

On receipt of the deposit for your holiday rental, Mojacar Estates will understand that you have accepted the terms and conditions of this reservation.

Please do not send any deposit before booking confirmation.

25% deposit of the total amount due, to be paid on confirmation of the reservation.

Balance and **damage deposit due 4 weeks before date of arrival.

All payments are to be made by one of the following options:-

Cash (euros), credit card*, euro cheque or by bank transfer to the following bank account:-

Bank: Banco Popular, Centro Comercial, Mojacar Playa, 04638, Almeria, Spain

Account holder: Mojacar Estates

Account Number: 0075 3213 78 0600496707

IBAN: ES70 0075 3213 78 0600496707

Swift Code: POPUESMM

*all payments made by credit card will be charged a fee of 1.35%.

**damage deposit for a detached villa is 500€, all other properties 200€ (payable only with Credit Card). This amount will be refunded directly to your credit card upon receipt of a satisfactory damage departure report of your holiday accommodation, this will take up to a maximum of 3 working days before we can guarantee payment will be received by yourselves. You will be notified within 24 hours if there are damages to be claimed. In case there is damage that comes to more than the paid damage deposit, you are in agreement to pay the difference.

Please note that all damages that may occur during your stay, must be reported to our office immediately.

Arrival and Departure Terms

Time of arrival, not before 5pm, unless by prior arrangement in writing.

Time of departure, the property must be vacated by 10am, unless by prior arrangement in writing.

What to do with the keys on departure:-

Please deliver the keys to our office. If you are departing out of office hours, please put the keys in the white post box outside of our office, next to the main door.

A charge of 50€ will be made if we do not receive the keys on your departure.

Meet and Greet Terms

No Fee

1. Keys to your holiday accommodation and a location map are available for collection in the office of Mojacar Estates, during the following hours:-

Monday to Friday 10am – 2pm and 5pm – 8pm

Saturday 10am – 2pm

2. Out of office hours we will leave the keys and the location map to your holiday accommodation in a key safe, outside of our office. One week before your arrival, we will give you the security code and instructions for the key safe only if the full rent and damage deposit have been paid.

Meet and Greet Terms

Fee Applicable of 30€

Should the above 2 options not be suitable for your requirements, we can offer you the following greeting service for out of office hours:

Monday to Sunday up to midnight.

We will meet you either at our office, or, at another suitable meeting point in Mojacar (by prior arrangement) and escort you to your holiday accommodation, ensuring your safe arrival. If you have elected this service, we will give you a telephone number to ring, to confirm that you have arrived at the airport, so that we have an idea of the approximate time you will arrive at the designated meeting point in Mojacar.

Cancellation Terms

This booking can be cancelled, in writing, up to 4 weeks prior to date of arrival where all monies paid will be directly refunded.

Occupation rights

Please note that should the maximum capacity permitted in this property be exceeded, we have the right to cancel the booking immediately and vacate the property.

Property Information

Television

In general, the properties have a television but we can't guarantee what channels, if any, can be seen in your language.

Air Conditioning

In order to have an adequate use of the air conditioning system make sure all windows and doors are closed when the units are on. Please switch off AC when leaving the house. Damage or loss of remote controls will be deducted from your damage deposit.

Washing Machine

All our properties have a washing machine available for your use.

Sheets and Towels

Beds and towels will be prepared for the amount of people the accommodation can hold.

Linen Collection

For a one week stay there will be no linen change.

A linen collection/change will be made on the 7th day of your stay. Please strip all beds and leave the linen and towels behind the entrance door. It will be collected and a fresh set will be left.

Beach towels are not provided.

Do not remove towels, sunshades or sun beds from the property.

Cleaning

The property will be cleaned and prepared for your arrival. If during your stay you would like extra cleaning, our cleaners are available on request, at a charge of 12€ per hour. The hours have to be booked and paid for in advance at our office.

Your Holiday Complex

Please respect the "Spanish Siesta" (2-5pm) and night hours in all the communities.

Pets

No pets are permitted in any of our properties.

Swimming Pool

We can't guarantee the use of the swimming pools outside of the high season.

Rubbish

It is important in a hot climate to take your rubbish to the green bins (situated on the main beach road of Mojacar) on a daily basis. This will help alleviate problems with unwanted visitors (ants, flies, cockroaches etc) to your holiday home.

If your rubbish is left in your apartment on departure we will retain 30€ of your damage deposit.

Departure

Damage deposit will not be returned in full if you do not follow these points:

- **Rubbish** - Remove all rubbish from the property
- **Fridge** - Empty fridge and freezer
- **Kitchen** - Wash up all kitchen items and put them away
- **Cleaning** - Tidy up before leaving
- **Departure** - Max. 10 am
- **Keys** - Return keys to our office

Make sure you close all windows and doors, fold sunshades and awnings.

Car Rental

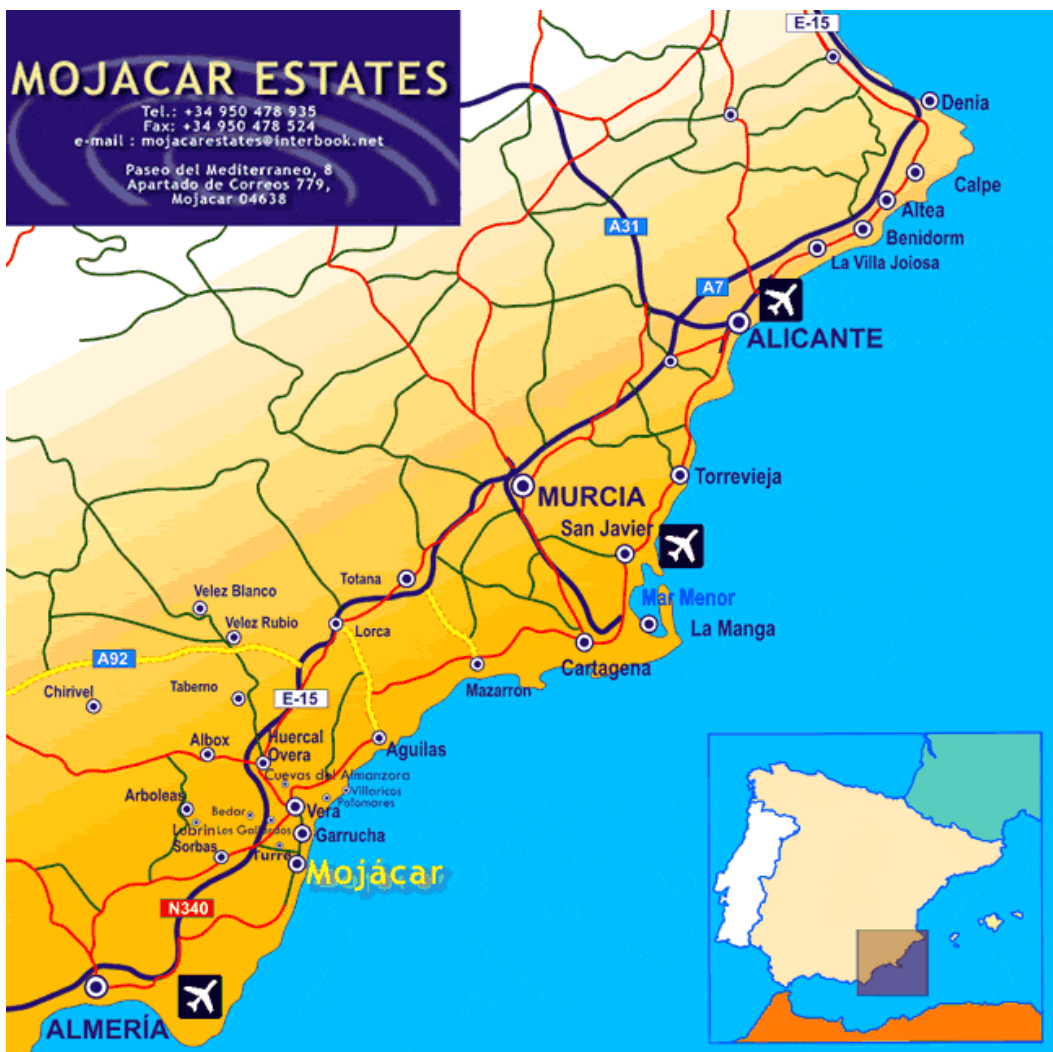
It is very important to have a car in Mojacar. It has more than 10km of beach to explore and shops, restaurants, supermarkets etc., which can be long stretches apart.

Extra Services Available

Cleaning	12€ per hour
Cot	15€ per week if collected from our office 30€ per week if delivered to your holiday accommodation
Highchair	20€ per week
Airport taxi	price on request
Food pack	price on request

Please ask if there are any other items not listed above that you would like us to try to arrange for you. We will try our best to fulfil your requirements during your stay.

Directions to our office, Mojacar Estates



When you arrive in Mojacar Playa (roundabout at the beach with fountain), turn right or straight on if entering from Garrucha, direction Carboneras. You have the sea now on your left hand side. Follow the road approx 4 km passing the Hotel Pueblo Indalo on your right hand side approx half way. We are on the left hand side next to the Restaurant Mediterraneo.