

BOOKING AND CANCELLATION TERMS AND CONDITIONS

Scope

These terms and conditions apply to bookings made via the website operated by Siente Rental Systems S.L. Siente Rental Systems S.L. provides support and coordination services to property owners. The tourist rental agreement is concluded exclusively between the guest and the property owner. By making a booking, the guest agrees to these terms and conditions.

Bookings and confirmation

The booking is considered confirmed once it has been accepted and confirmed by the booking system or in writing. Upon confirmation, the guest will receive a booking confirmation containing the details of their stay.

Payment schedule

- 50% of the total amount is payable at the time of booking.
- The remaining amount must be paid 30 days prior to arrival.

Last-minute bookings

For bookings made within 30 days of arrival, the total amount must be paid immediately.

Cancellation policy

- 100% of the advance payment will be refunded if the booking is cancelled 30 days or more before arrival.
- 0% refundable if cancelled later.

Arrival and departure

Check-in

Check-in is available from 16:00, unless otherwise agreed.

Check-out

Departure must take place before 10:00, unless otherwise agreed.

Mandatory guest registration

In accordance with Spanish legislation (Royal Decree 933/2021), all guests must complete the digital registration form (Check-in scan) for travellers before gaining access to the accommodation. Without this mandatory identification (SES-Hospedajes), it is not possible to gain access to the property.

House rules

To ensure a pleasant stay for all guests and neighbours, the following rules apply:

- No smoking: the properties are completely smoke-free.
- Pets: only permitted with prior written consent.
- Quiet hours: please observe quiet hours between 23:00 and 08:00.

- Keys and access cards: a charge of €75 per item will be made in the event of loss or damage.
- Condition of the property: please leave the property in a reasonable condition, with clean crockery and rubbish in the designated bins.

Responsibility

The guest is responsible for the proper use of the property and for complying with the accommodation rules. The property owner is responsible for the condition and availability of the accommodation. Siente Rental Systems S.L. acts solely as a provider of support and coordination services for the owner and is not a party to the tenancy agreement.

Limitation of liability

SIENTE RENTAL SYSTEMS, S.L. does not own the properties and does not act as a landlord. Consequently, SIENTE RENTAL SYSTEMS, S.L. is not responsible for:

- the condition, maintenance or availability of the properties
- damage, loss or incidents occurring during the guests' stay
- breaches of contract between the guest and the owner
- incidents arising from services provided by third parties
- changes or restrictions to the resort's facilities or services

The liability of SIENTE RENTAL SYSTEMS, S.L. is limited exclusively to cases of gross negligence directly attributable to the company.

Resort facilities

The resort's facilities are managed by the resort's administration or by third parties. SIENTE RENTAL SYSTEMS, S.L. cannot guarantee the permanent availability of these facilities and accepts no liability for temporary closures, maintenance or changes to them.

Data protection

The personal data provided during the booking process will be processed in accordance with applicable data protection legislation. Please consult our privacy policy at sienterentals.com for further information.

Applicable law

These terms and conditions are governed by Spanish law. For any dispute, the parties submit to the courts and tribunals of St. Javier.

Siente Rental Systems S.L., with Tax Identification Number (CIF) B25966284, with registered office at Av. Manuel Frutos Llamazares 61, 30710 Torre-Pacheco (Murcia), Spain, registered in the Murcia Commercial Register on 11 February 2026.

Feel Welcome, *Feel Free.*