

TERMS AND CONDITIONS

Article 1. Definitions and applicability

These general terms and conditions apply to every short-term tenancy agreement between the landlord and the tenant in respect of a property situated at the Santa Rosalia Lake & Life Resort, Torre Pacheco, Murcia (Spain).

1. Tenant: The person who rents the property for a specified period and pays the agreed rent.
2. Landlord: The owner of the holiday home in question.
3. Siente Rental Systems S.L.: Provider of rental support and operational services on behalf of the owner.
4. Rental Agreement: The agreement between the tenant and the landlord regarding the stay.
5. Rental price: The price per night, multiplied by the number of agreed nights, plus additional costs and any security deposit.
6. First payment instalment: 50% of the rental fee, to be paid within 48 hours of booking confirmation.
7. Keyholder / property manager: The Dutch-speaking contact person on site acting on behalf of the landlord.
8. Arrival and departure times: As agreed in the booking confirmation.

Additional provisions:

- Minimum stay: varies per property
- Pets: permitted only if agreed in writing in advance
- On-site parking: at your own risk
- The tenant must have a permanent place of residence or accommodation outside the property

Article 2. Conclusion of the tenancy agreement

The tenancy agreement comes into effect as soon as the tenant makes a booking via the website or by email and this has been confirmed by the landlord.

For bookings made via external platforms (e.g. Airbnb, Booking.com), the terms and conditions of that platform apply, which take precedence in the event of any discrepancies.

Article 3. Payment

- The first instalment (50%) must be paid within 48 hours of booking.
- The remaining amount must be paid no later than 30 days before arrival.
- For bookings made within 30 days of arrival, the full rental amount must be paid immediately.
- In the event of failure to make payment (on time), the right to stay shall lapse without any refund of previous payments.

Article 4. Costs

- All additional costs (such as cleaning and tourist tax) are clearly stated at the time of booking and are payable under the same terms and conditions.
- A charge of €75 will be made for the loss of keys or access devices.
- Excessive energy or water consumption may be charged to the tenant.

Article 5. Duration and use of the property

- The property may only be used as a holiday accommodation and not as a permanent residence.
- You are not permitted to register in the population register at the property's address.
- Subletting, transferring the tenancy agreement, or carrying out commercial or illegal activities in the property is prohibited.
- The number of guests must not exceed the number agreed in the booking.

Article 6. Obligations of the landlord

The landlord shall ensure:

- Handing over the property in good condition, clean and in accordance with the booking.
- Registration of the property in the official tourist register (REAT).
- Provision of emergency numbers, internet access and complaint forms in the property.
- Valid home and liability insurance.

Article 7. Obligations of the tenant

The tenant undertakes to:

- Use the property and its contents with care and leave them in good condition.
- Dispose of waste exclusively in the designated bins.
- Comply with the owners' association rules, internal codes of conduct and the environmentally conscious use of facilities (energy, water, air conditioning).
- Not to hold parties or cause a nuisance; smoking in the property is prohibited.
- Please report any damage, faults or queries directly to the landlord or keyholder.

Article 8. Arrival and departure

Check-in: from 16:00, unless otherwise agreed, only after the mandatory digital check-in has been completed fully and correctly in accordance with Royal Decree 933/2021. No refund will be given if the legal check-in requirement is not met (via the check-in scan for SES-Hospedajes).

Check-out: by 10:00 am at the latest, unless otherwise agreed.

On departure, the property must be left in a clean and tidy condition, including:

- dishes washed and put away
- rubbish removed
- furniture returned to its original position

Article 9. Cancellation by the tenant

100% of advance payments will be refunded if cancelled 30 days or more before arrival. 0% refundable if cancelled later.

- Failure to comply with the statutory check-in requirement (check-in scan for SES-Hospedajes) within the specified time, or doing so incorrectly, will be treated as a cancellation by the tenant without refund.
- No refund will be given in the event of early departure.
- Cancellations must be notified in writing or by email.

Article 10. Cancellation by the landlord

The landlord may terminate the agreement in the event of:

- Late payment
- Force majeure (natural disaster, war, death, etc.)
- Serious damage to or misuse of the property

In the event of cancellation through no fault of the tenant, the rent already paid will be refunded within 30 days.

Article 11. Liability

- The landlord is not liable for loss, damage, injury, defects to equipment or nuisance caused by third parties. Siente Rental Systems S.L. acts solely as a support service provider and cannot be held liable for the actions of the owner or tenant.
- The tenant is liable for any damage, loss or additional cleaning costs incurred during the stay.
- Parents/carers are always responsible for children (the property is not specifically child-proofed). Please be mindful of balconies or the swimming pool.

Article 12. Privacy and data protection

Siente Rentals processes personal data in accordance with the General Data Protection Regulation (GDPR) and Organic Law 3/2018 (Spain). Please consult our privacy statement at sienterentals.com for further information.

- Data is used exclusively for booking and statutory registration requirements.
- You have the right to access, rectify, object to and erasure of your data.
- Official complaint forms are available at the property.

Article 13. Complaints and disputes

- Complaints during your stay must be reported immediately to the keyholder or landlord.
- If not resolved on the spot, the complaint may be submitted in writing within 30 days of departure.
- Disputes fall under the jurisdiction of the courts in St. Javier, Spain.

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Siente Rental Systems S.L., with tax identification number B25966284, registered in the Murcia Commercial Register on 11 February 2026.

Feel Welcome, **Feel Free.**