

# HOUSE RULES

## Siente Rentals

Dear guests of Siente Rentals,

A warm welcome to Santa Rosalia Lake & Life Resort. To ensure that your stay and that of other guests is as pleasant and safe as possible, we kindly ask you to read the house rules below carefully and to adhere to them.

## Arrival & departure

- Check-in: from 4.00 pm, unless otherwise agreed.
- Check-out: by 10:00 am at the latest (late check-out only possible by prior arrangement and approval).
- **Digital check-in: Prior to arrival, the mandatory digital check-in must be completed in full and correctly, in accordance with the legal registration requirements in Spain. Access details will only be provided once all information has been submitted correctly. Failure to provide this information (in a timely manner) will be considered a cancellation without entitlement to a refund.**

## During your stay

### Behaviour and quiet

- Please be considerate of neighbours and other residents.
- Quiet hours are in effect between 11.00 pm and 8.00 am.
- Parties are not permitted.

### Use of the property

- Please treat the property, the furniture and the fixtures and fittings with care.
- Please report any damage or defects immediately to Siente Rentals.
- Smoking is not permitted in the property.
- Open flames (candles, barbecues, fire pits) are prohibited indoors; outdoors only if permitted under the resort rules.

### Occupancy and guests

- It is not permitted to stay in the property with more people than specified at the time of booking.
- Additional guests or overnight visitors are only permitted with the prior written consent of Siente Rentals.
- Subletting or transferring the property is not permitted.

## **Safety**

- Close windows and doors when you leave the property.
- Only use the air conditioning when windows and doors are closed.
- Switch off the air conditioning/heating when you are away. Excessive use may be charged.
- The installation or use of key boxes or unauthorised access systems is prohibited.

## **Pets**

- Pets are only permitted if this has been agreed in writing in advance.

## **Swimming pool and facilities (where applicable)**

- Use of the swimming pool and resort facilities is at your own risk.
- Children may only use the swimming pool under adult supervision.
- Jumping or diving into the swimming pool is not permitted.
- Pool furniture must be left tidy and dry.
- No glassware in or around the swimming pool.
- Large inflatable objects are only permitted if this is allowed under the resort rules.
- Always follow the resort's rules when using communal facilities.

## **Access wristbands**

- On arrival, you will receive wristbands for access to the lagoon and fitness centre.
- In the event of loss or damage, a charge of €75 per wristband will apply.

## **On departure**

Please leave the property tidy:

- dishes washed and put away
- rubbish sorted and placed in the bins on the street side
- furniture returned to its original position
- Return the keys in accordance with the agreed procedure.

We hope you have a wonderful and relaxing stay!

Kind regards,

**The Siente Rentals Team**

**Feel Welcome, *Feel Free.***