

Booking and Cancellation Terms



Scope

These terms apply to reservations made via the website operated by Siente Rental Systems S.L. Siente Rental Systems S.L. provides supporting and coordinating services to property owners. The tourist rental agreement is concluded exclusively between the guest and the owner of the property. By making a reservation, the guest agrees to these terms.

Reservations and confirmation

The reservation is considered confirmed as soon as it has been accepted and confirmed by the reservation system or in writing. After confirmation, the guest receives a booking confirmation with the details of their stay.

Payment schedule

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

Last-minute reservations: for reservations made within 30 days of arrival, the total amount must be paid immediately.

Cancellation policy

- 100% of prepayments made will be refunded for cancellations 30 days before arrival or earlier.
- 0% refundable if cancelled later.

Arrival and departure

Check-in: arrival is possible from 15:00, 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 traveller registration form (Check-in Scan) before gaining access to the accommodation. Without this mandatory identification (SES-Hospedajes), access to the property is not possible.

Rules of the property

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

- **No smoking:** the properties are entirely smoke-free.
- **Pets:** only permitted with prior written consent.
- **Quiet hours:** silence must be observed between 23:00 and 08:00.
- **Keys and access passes:** in case of loss or damage, €75 per item will be charged.

- **Condition of the property:** leave the property in reasonable condition, with clean dishes and waste in the designated containers.

Responsibility

The guest is responsible for the proper use of the property and compliance with the rules of the accommodation. The owner of the property is responsible for the condition and availability of the accommodation. Siente Rental Systems S.L. acts exclusively as a provider of supporting and coordinating services to the owner and is not a party to the rental agreement.

Limitation of liability

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

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

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 facilities are managed by the resort 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 reservation process is handled in accordance with applicable data protection legislation. Please consult our privacy policy at sienterentals.com for more information.

Applicable law

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

Siente Rental Systems S.L., con CIF B25966284, con domicilio en Av. Manuel Frutos Llamazares 61, 30710 Torre-Pacheco (Murcia), España, inscrita en el Registro Mercantil de Murcia el 11 de febrero de 2026.

Feel Welcome, Feel Free.