

General Terms and Conditions



Article 1. Definitions and applicability

These general terms and conditions apply to every temporary rental agreement between the owner (lessor) and the guest (tenant) relating to a property located at Santa Rosalia Lake & Life Resort, Torre Pacheco, Murcia (Spain).

- **Tenant:** the person renting the property for a specific period and paying the agreed rental price.
- **Owner:** the owner of the holiday home concerned, acting as lessor.
- **Siente Rental Systems S.L.:** provider of rental support and operational services on behalf of the owner.
- **Rental agreement:** the agreement between tenant and owner concerning the stay.
- **Rental price:** the price per night, multiplied by the agreed number of nights, plus additional costs and any deposit.
- **First payment instalment:** 50% of the rental sum, payable within 48 hours of confirmation of the booking.
- **Keyholder / local contact person:** the Dutch-speaking contact person on site acting on behalf of the owner.
- **Arrival and departure times:** as agreed in the booking confirmation.

Additional provisions:

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

Article 2. Formation of the rental agreement

The rental agreement is formed as soon as the tenant places a booking via the website or by e-mail and this booking is confirmed by the owner.

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

Article 3. Payment

- The first payment 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 sum must be paid immediately.
- In the event of non-payment or late payment, the right to the stay lapses without any refund of earlier 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 conditions.
- In case of loss of keys or access devices, €75 will be charged.
- 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 tourist accommodation and not as a permanent residence.
- It is not permitted to register in the municipal population register at the address of the property.
- Subletting, transferring the rental agreement, or carrying out business or illegal activities in the property is prohibited.
- The number of guests may not exceed the number agreed in the booking.

Article 6. Obligations of the owner

The owner shall ensure:

- Delivery of the property in good condition, clean and in accordance with the reservation.
- Registration of the property in the official tourism register (REAT).
- Provision of emergency numbers, internet access and complaint forms in the property.
- A valid home and liability insurance policy.

Article 7. Obligations of the tenant

The tenant undertakes to:

- Use the property and inventory with care and leave them in good condition.
- Deposit waste only in the designated containers.
- Observe the community rules, internal rules of conduct and environmentally conscious use of utilities (energy, water, air conditioning).
- Not cause parties or nuisance; smoking in the property is prohibited.
- Report damage, defects or questions immediately to the owner or keyholder.

Article 8. Arrival and departure

Check-in: from 15:00, unless otherwise agreed, and only after fully and correctly completing the mandatory digital check-in in accordance with Royal Decree 933/2021. No refund is possible in case of failure to comply with the legal check-in obligation (via Check-in Scan for SES-Hospedajes).

Check-out: no later than 10:00, unless otherwise agreed.

On departure, the property must be left broom-clean, including:

- dishes washed and put away
- waste removed

- furniture returned to its original position

Article 9. Cancellation by the tenant

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

- Failure to comply, or to comply correctly and in time, with the legal check-in obligation (Check-in Scan for SES-Hospedajes) is treated as a cancellation by the tenant without refund.
- No refund is given in case of early departure.
- Cancellations must be reported in writing or by e-mail.

Article 10. Cancellation by the owner

The owner may terminate the agreement in the event of:

- Late or non-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 owner is not liable for loss, damage, injury, equipment defects or nuisance caused by third parties. Siente Rental Systems S.L. acts exclusively as a supporting service provider and cannot be held liable for acts of the owner or the tenant.
- The tenant is liable for all damage, loss or additional cleaning costs caused during the stay.
- Parents/supervisors are always responsible for children (the property is not specifically childproofed). Please be mindful of balconies and the swimming pool.

Article 12. Privacy and data protection

Siente Rentals processes personal data of guests as a processor on behalf of the owner, in accordance with the General Data Protection Regulation (GDPR) and Organic Law 3/2018 (Spain). Please consult our privacy policy at sienterentals.com for more information.

- Data is used exclusively for reservation and legal registration purposes.
- You have the right of access, rectification, objection and erasure.
- Official complaint forms are available in the property.

Article 13. Complaints and disputes

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

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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.