

House Rules

Dear guests of Siente Rentals,

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



Arrival & departure

- **Check-in:** from 15:00, unless otherwise agreed.
- **Check-out:** no later than 10:00 (late check-out only possible after consultation and approval).
- **Digital check-in:** before arrival, the mandatory digital check-in must be completed fully and correctly, in accordance with the legal registration requirements in Spain. Access information will only be provided once all details have been submitted correctly. Failure to provide these details (in time) will be treated as a cancellation without any right to a refund.

During your stay

Behaviour and quiet hours

- Please be considerate of neighbours and other residents.
- Quiet hours apply between 23:00 and 08:00.
- Parties are not permitted.

Use of the property

- Treat the property, furniture and inventory with care.
- Report any damage or defects to Siente Rentals immediately.
- Smoking is not permitted inside the property.
- Open fire (candles, barbecues, fire pits) is prohibited indoors; outdoors only where permitted under the resort rules.

Occupancy and guests

- It is not permitted to stay in the property with more people than stated in the reservation.
- Additional guests or overnight visitors are only permitted with prior written consent, to be requested via Siente Rentals.
- The lead booker must be at least 25 years old.
- Subletting or transferring the property is not permitted.

Safety

- Close windows and doors when leaving the property.
- Use the air conditioning only with windows and doors closed.
- Switch off air conditioning/heating when absent. Excessive use may be charged.
- Installing or using key safes or unauthorised access systems is prohibited.

Pets

- Pets are only permitted if 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 inflatables are only permitted where allowed under the resort rules.
- Always follow the resort rules when using shared facilities.

Access wristbands

- On arrival you will receive wristbands for access to the lagoon and fitness area.
- In case of loss or damage, €75 per wristband will be charged.

On departure

Please leave the property tidy:

- dishes washed and put away
- waste separated and deposited in the containers on the street side
- furniture returned to its original position
- Return the keys according to the agreed procedure.

We wish you a wonderful and relaxing stay!

Kind regards,

Team Siente Rentals

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.