



SIENTE RENTALS

House rules

Siente Rental Systems S.L. 2026

Version September 2026

Dear guests of Siente Rentals,

A warm welcome to Santa Rosalía 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 follow the house rules below.

Arrival and departure

- **Check-in:** from 3:00 pm, unless agreed otherwise.
- **Check-out:** by 10:00 am at the latest (late check-out only after consultation and approval).
- **Digital check-in:** before arrival the mandatory digital check-in must be completed fully and correctly, in line with the legal registration requirements in Spain. This applies to all persons staying in the property. Access information is only provided once all details have been submitted correctly. Failure to provide these details (on time) is treated as a cancellation without the right to a refund.
- **Access code:** the property has an electronic lock. Your personal code works from the arrival time and expires at the departure time. Do not share the code with third parties.

During your stay

Behaviour and quiet hours

- Please be considerate of neighbours and other residents.
- Quiet hours apply between 11:00 pm and 8:00 am.
- Parties are not allowed.

Use of the property

- Treat the property, the furniture and the contents with care.
- Report any damage or defects to Siente Rentals straight away.
- If you are not satisfied with the cleaning on arrival, please report this to Siente Rentals within 24 hours, with photos. We can then put it right.
- Smoking is not allowed inside the property.
- Open fire (candles, barbecues, fire pits) is prohibited indoors; outdoors only if permitted under the resort rules.

Occupancy and guests

- It is not allowed to stay in the property with more people than stated in the booking.
- Additional guests or overnight visitors are only allowed with prior written permission, to be requested through Siente Rentals. They are also registered in advance.
- The lead guest must be at least 25 years old.
- Subletting or transferring the property is not allowed.



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Safety

- Close windows and doors when you leave the property.
- Only use the air conditioning with windows and doors closed.
- Switch off air conditioning and heating when you are out. Excessive use may be charged.
- Installing or using key boxes or unauthorised access systems is prohibited.

Pets

- Pets are only allowed 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 allowed.
- Pool furniture must be left tidy and dry.
- No glassware in or around the swimming pool.
- Large inflatables are only allowed if permitted under the resort rules.
- Always follow the resort rules when using shared facilities.

Resort access items

- You receive resort watches for access to the lagoon and the gym and, where applicable, a remote control for the gate.
- If a key, a resort watch or a remote control is lost or damaged, € 75 per item is charged.

On departure

Please leave the property tidy:

- fridge and freezer emptied; leftover food taken with you or thrown away;
- dishes washed and put away;
- beds stripped; bed linen and used towels together in one place in the bathroom;
- waste separated and taken to the resort's collection points (paper and cardboard blue, plastic and packaging yellow, glass green, general waste grey); no rubbish on terraces or in communal areas;
- air conditioning and heating switched off;
- all doors, windows and shutters closed;
- furniture back in its original place;
- resort watches, gate remote control and any keys returned to the place stated in your arrival instructions; your access code expires at 10:00 am;
- all rooms checked for personal belongings; logged out of any streaming services.

Did you notice or cause any damage? Send us a message and we will sort it out before the next guests arrive.



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We appreciate honesty and deal with it fairly.

After your departure we check the property for damage and inventory.

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.