



SIENTE RENTALS

Rental and booking terms

Siente Rental Systems S.L. 2026

For guests renting a holiday home at Santa Rosalía Lake & Life Resort · Version September 2026

Article 1. Definitions and scope

These terms apply to every booking made through the Siente Rentals website and to every temporary rental agreement between the owner and the guest for a property at Santa Rosalía Lake & Life Resort, Torre-Pacheco, Murcia (Spain). By making a booking, the guest accepts these terms and the House rules.

- **Guest:** the person who rents the property for a set period and pays the agreed rental price.
- **Owner:** the owner of the holiday home, who is the landlord.
- **Siente Rentals:** Siente Rental Systems S.L., service provider to the owner. Siente Rentals is not a party to the rental agreement.
- **Rental agreement:** the agreement between the guest and the owner for the stay.
- **Rental price:** the price per night multiplied by the number of nights agreed, plus additional costs and any security deposit.
- **Point of contact:** on behalf of the owner, Siente Rentals is the guest's point of contact for booking, arrival, stay and departure, at contact@sienterentals.com and the telephone number given with the booking.

Additional provisions:

- Minimum stay: varies per property.
- The lead guest must be at least 25 years old.
- Pets: only allowed if agreed in writing in advance.
- Parking on the premises is at your own risk.
- The guest has a permanent home address elsewhere.

Article 2. Booking and confirmation

The rental agreement is concluded once the guest places a booking through the website or by e-mail and it has been confirmed by the booking system or in writing, by or on behalf of the owner. After confirmation the guest receives a booking confirmation with the details of the stay.

For bookings made through external platforms (such as Airbnb or Booking.com), the terms of that platform apply and take precedence where they differ.

Article 3. Payment

- 50% of the total amount is due on booking and must be paid within 24 hours of confirmation at the latest.
- The balance must be paid no later than 30 days before arrival.
- For bookings made within 30 days of arrival, the full amount is payable immediately.
- If payment is not made (on time), the right to stay lapses without refund of earlier payments.
- Siente Rentals receives payments in the name and on behalf of the owner. Payment to Siente Rentals counts as payment to the owner. The invoice or receipt is issued on behalf of the owner.



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Article 4. Costs

- All additional costs (such as the cleaning and service fee and tourist tax) are clearly stated at the time of booking and are due under the same terms.
- The property has an electronic lock with a personal access code. If a key or a resort access item (the resort watch or the gate remote control) is lost or damaged, € 75 per item is charged.
- Excessive use of energy or water may be charged to the guest.

Article 5. Duration and use of the property

- The property may only be used for a tourist stay and not as a permanent residence.
- Registering at the address of the property in the municipal register is not allowed.
- 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. All persons staying in the property are registered (Article 8).

Article 6. Obligations of the owner

The owner ensures:

- that the property is handed over in good condition, clean and as booked;
- that the property is registered in the official tourist register;
- emergency numbers, internet access and complaint forms in the property;
- valid liability insurance.

Article 7. Obligations of the guest

The guest undertakes to:

- use the property and its contents with care and leave them in good condition;
- dispose of waste only in the containers provided;
- comply with the rules of the owners' association, the House rules and the responsible use of facilities (energy, water, air conditioning);
- not hold parties or cause nuisance; smoking inside the property is prohibited;
- not share the personal access code with third parties;
- report damage, defects or questions to Siente Rentals without delay.

Article 8. Arrival, registration and departure

Check-in: from 3:00 pm, unless agreed otherwise.

Mandatory registration: in accordance with Spanish law (Royal Decree 933/2021), all persons staying in the property must complete the digital check-in fully and correctly before arrival (through Check-in Scan, for



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SES.Hospedajes). The access code works from the arrival time and expires at the departure time. Without this mandatory identification, access to the property is not possible.

Check-out: by 10:00 am at the latest, unless agreed otherwise.

On departure the property must be left tidy, including:

- dishes washed and put away;
- waste removed;
- furniture back in its original place.

After departure the property is checked for damage and inventory.

Article 9. Cancellation by the guest

Advance payments are refunded in full if the booking is cancelled 30 days or more before arrival. No refund is given for later cancellations.

- Failure to complete the mandatory registration of Article 8, or to complete it on time, is treated as cancellation by the guest without refund.
- No refund is given for early departure.
- Cancellations must be made in writing or by e-mail.

Article 10. Cancellation by the owner

The owner may terminate the agreement in the event of:

- late payment;
- force majeure (natural disaster, war, death and the like);
- serious damage to or misuse of the property.

If the booking is cancelled through no fault of the guest, the rent already paid is refunded within 30 days.



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Article 11. Liability

- The guest is liable for all damage, loss and additional cleaning costs due to exceptional soiling caused during the stay by the guest or the guest's party. These costs may be set off against the security deposit.
- The owner is responsible for the condition and availability of the property. The owner is not liable for loss or theft of the guest's belongings, for nuisance caused by third parties, for interruptions to utilities or internet beyond the owner's control, or for a temporary defect in equipment that is remedied within a reasonable time after it has been reported.
- Siente Rentals acts as a service provider to the owner and is not a party to the rental agreement. Siente Rentals is not liable for the condition, maintenance or availability of the property, for breaches between guest and owner, or for services provided by third parties. Siente Rentals is only liable for direct damage that is the direct result of a failure attributable to Siente Rentals itself.
- Parents or carers are responsible for children at all times. The property is not specifically childproofed. Think of balconies or the swimming pool.
- Nothing in these terms limits liability for intent or gross negligence, or for death or personal injury resulting from a failure, and nothing affects mandatory consumer rights.

Article 12. Resort facilities

The resort facilities are managed by the resort administration or by third parties. The owner and Siente Rentals cannot guarantee that these facilities are permanently available and are not liable for temporary closures, maintenance or changes. Use of the swimming pool and resort facilities is at your own risk.

Article 13. Privacy and data protection

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

- Data are used only for the booking, the stay and the legal registration obligations.
- No copies of identity documents are kept.
- You have the right of access, rectification, objection and erasure.
- Official complaint forms are available in the property.

Article 14. Complaints and disputes

- Complaints during the stay must be reported to Siente Rentals straight away, so that the issue can be remedied. A complaint about cleaning must be reported within 24 hours of arrival, with photos.
- If not resolved on site, the complaint may be submitted in writing within 30 days of departure.
- These terms are governed by Spanish law. Disputes fall under the jurisdiction of the courts of San Javier, Spain, without prejudice to mandatory consumer rights.

The Dutch version of these terms is the original. In case of differences between language versions, the Dutch text prevails, unless mandatory law provides otherwise.



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Contact

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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.