



RULES OF USE

These regulations **must be complied with** during your stay in the apartments of Apartamentos Mare Nostrum, S.L. It contains the rules of use of the apartments, common areas and facilities of the complex in which they are located.

Its reading is mandatory. The regulations are considered bindingly accepted with the execution of the payment of the reservation, as set forth in the [General Terms and Conditions](#). Failure to comply may result in immediate termination of the rental without refund, total or partial withholding of the deposit and, where appropriate, legal action.

Terraces and facade

For reasons of aesthetics, decorum and harmony of the complex:

- It is not allowed to hang clothes, towels or other belongings on the terraces facing the garden.
- It is strictly forbidden to throw objects, papers, cigarette butts or any other element from the terraces.

Noise and rest

In order to respect the rest of the occupants of the complex, the following **rest hours** must be observed : **from 24:00 to 10:00 and from 15:00 to 17:00**.

- During rest hours, the audio-visual equipment, household appliances and cleaning tools must be used with an intensity that does not transcend to the outside of the apartment.
- Do not produce annoying noises or shouting in stairways and common areas, especially after midnight.
- In meetings or gatherings inside the apartment or in the garden, always keep in mind that there are neighbors resting.
- Avoid slamming doors and sudden noises when arriving at the apartment and during the night.

Gardens

The gardens are an element of beautification of the complex and should be treated with care and respect. In particular:

- It is forbidden to keep and walk animals in the garden.
- It is forbidden to play ball, except for children under 8 years of age.
- Bicycles are not allowed in the garden. Children under 8 years of age may only ride in the central courtyard.
- It is forbidden to step on the lawn, except in the expressly marked flowerbeds.
- It is forbidden to throw any object, paper, cigarette butt or other waste into the garden.

Community showers

- The communal showers are for the exclusive use of guests registered in the apartments.
- Washing objects in the showers is not allowed.
- Make responsible use of water consumption.
- They may not be used by persons outside the apartment.

Garage and parking lots

The garage lanes are only for passing through and access to the designated parking spaces. It is strictly forbidden to park outside the designated areas. Only authorized guests may park in these areas, in the marked zones, when a space is free. There are no pre-assigned parking spaces in the complex.

Misuse of the access card (entry of several vehicles with a single card) will result in immediate withdrawal of the card.

Common areas

It is forbidden to leave bicycles, strollers, boxes, merchandise, packaging or any other type of object in doorways, stairwell landings, gardens, garage lanes, common corridors or any other common space in the complex.

The complex caretaker-gardener is empowered to enforce these rules on site (pick up balls from the gardens, order the removal of improperly parked vehicles or take any other reasonable measures to ensure compliance).

Smoking ban

Smoking is prohibited inside the apartments and in the enclosed common areas of the complex. Failure to comply will result in the total retention of the deposit to cover the costs of deep cleaning and decontamination, without prejudice to further legal action if applicable.

Pets in the apartment

Pets are not allowed inside the apartments. Their presence and walk in the gardens of the complex is also forbidden (see Gardens section). Failure to comply with this rule will result in the total retention of the deposit, without prejudice to any additional legal actions that may correspond.

Excluded from the above prohibitions are assistance dogs duly accredited in accordance with current regulations, which will be admitted both inside the apartment and in the common areas of the complex.

Declared guests

The apartment can only be occupied by the persons declared in the reservation. Any modification must be communicated to Apartamentos Mare Nostrum, S.L. before check-in. The occupancy higher than the declared or by persons other than those indicated may result in a surcharge or immediate cancellation of the rental without refund.

Accessibility

The apartments are not adapted for people with reduced mobility and are not wheelchair accessible (access stairs, interior and toilet dimensions, etc.). If you have any specific accessibility requirements, please contact Apartamentos Mare Nostrum before booking.

Channel for incidents, complaints and queries

For any incident, query or complaint during your stay, please contact directly with Apartamentos Mare Nostrum, S.L.:

- Email: clientes@mare-nostrum.net
- Phone: +34 678 692 002

Mare Nostrum will manage the incident and, if necessary, escalate it to the Community services or to the Administrator of the complex. Do not contact directly with the Concierge-Gardener or the Administrator for incidents related to your apartment or your stay: Apartamentos Mare Nostrum is your only interlocutor.

Right of admission

Apartamentos Mare Nostrum, S.L. and the Community of Owners of the complex reserve, in their respective areas, the right of admission against those persons who violate morals, good customs or the rules of these regulations. Serious non-compliance may result in the immediate termination of the rental without the right to reimbursement.

Damages and liability

The reservation holder is liable to Apartamentos Mare Nostrum, S.L. for any damages caused in the apartment or in the common elements and services of the complex during their stay, whether caused by him, by his companions or by his guests. Apartamentos Mare Nostrum reserves the right to withhold all or part of the deposit to cover such damages and, if appropriate, to exercise additional legal action as appropriate.

Acceptance of the rules

The guest declares having read and understood these Rules of use, undertaking to comply with them in full during their stay. Their signature constitutes express and binding acceptance.

Full name

ID / Passport

Guest's signature

Date

(sign within the box)