



## TERMS AND CONDITIONS

### Holder's identification data

These general conditions govern the vacation rental services provided by **Apartamentos Mare Nostrum, S.L.**, CIF B82187212, with registered office at C/ Corazón de María 2, 28002 Madrid, registered in the Commercial Registry of Madrid: Volume 13.720, Folio 32, Section 8, Page M-223754. Telephone +34 678 692 002. Email [clientes@mare-nostrum.net](mailto:clientes@mare-nostrum.net). Web [www.mare-nostrum.net](http://www.mare-nostrum.net).

### Reserve holder

The holder of the reservation must be of legal age (18 years old). Apartamentos Mare Nostrum, S.L. may request documentary proof at check-in and, in case of non-compliance, refuse to hand over the keys without the right to reimbursement.

### Occupation

Once the full payment has been received and confirmed, you will receive by email a receipt and the corresponding invoice one week later.

**The tourist tax is not included in the rental price and will be charged separately, according to the current amount set by the Catalan legislation at the time of the stay.**

At the time of receiving the keys, you must pay a deposit of 200,- € which will be refunded after your departure and once the apartment has been cleaned, provided that it is in the same condition as before your arrival.

The apartment is at your disposal on the first day from 5:00 p.m. until 11:00 a.m. on the day of departure.

The keys are handed over between 17:00h and 20:30h. If the client arrives after this time we charge 15,00 € if arriving before 23:00, if arriving between 23:00 h and 8:00 the next day we charge 40,00 €.

During your stay you must respect and abide by [the rules of use of our facilities](#). Apartamentos Mare Nostrum, S.L. reserves the right to cancel the rental prematurely after warning the guest if the regulations are not respected. If this happens, the client will lose the right to reimbursement of the proportional part of the stay pending to be enjoyed, without prejudice to the total or partial retention of the damage deposit and the legal actions that may correspond.

### Smoking ban

Smoking is prohibited inside the apartments and enclosed common areas. 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 appropriate.

### Cancellation

Apartamentos Mare Nostrum, S.L. has the right to charge the following amounts if the client cancels the reservation:

- \* 5% of the amount of the reservation if the client cancels 30 days or more in advance.
- \* 50% of the amount of the reservation if the client cancels between 7 and 30 days before the date of the rental.
- \* 100% of the amount of the reservation if the client cancels less than 7 days in advance.

### Cancellation by Apartamentos Mare Nostrum, S.L.

Apartamentos Mare Nostrum, S.L. reserves the right to cancel a confirmed reservation due to force majeure or supervening impossibility not attributable to the company (accident, fire, structural damage, administrative order, natural disaster or other similar circumstances that prevent the provision of the service). In such cases, any amount paid by the client will be fully refunded, including any bank commission associated with the original charge, which will be assumed by Apartamentos Mare Nostrum, S.L. The client may not demand any additional compensation.

### Right of withdrawal

In accordance with the provisions of Article 103, paragraph I, of the revised text of the General Law for the Defense of Consumers and Users (Royal Legislative Decree 1/2007), the right of withdrawal provided for contracts concluded at a distance is not applicable to accommodation services provided by Apartamentos Mare Nostrum, S.L., being a service

related to leisure activities with specific date and time of execution. Cancellations, if any, shall be governed exclusively by the cancellation clauses of these conditions.

#### Bank fees on refunds

When the original payment was made by card through the online payment gateway, the amounts to be refunded for any item will be calculated by deducting the commission that the payment gateway retained to process the initial collection. This commission is a bank management cost per transaction that the gateway does not reimburse to Apartamentos Mare Nostrum, S.L. when making the refund, and therefore can not be transferred to the customer. This deduction is independent and is applied in addition to the cancellation penalty percentages detailed above.

#### Applicable law and jurisdiction

The relationship between Apartamentos Mare Nostrum, S.L. and customers is governed by Spanish law. For the resolution of any dispute arising from the use of the services provided, the parties submit to the courts and tribunals of the domicile of the consumer when the latter is a consumer for legal purposes; otherwise, to the courts and tribunals of Madrid.

#### Modifications of conditions

Apartamentos Mare Nostrum, S.L. reserves the right to modify these general conditions at any time. The version applicable to each reservation is the one published on the website at the time of pre-booking; subsequent changes will not be applied retroactively.

#### Binding language

The binding language of these general terms and conditions and of the rental agreement is Spanish. Translations into other languages available on the website are provided for information purposes only as a courtesy to the customer; in case of discrepancy, contradiction or ambiguity between the Spanish version and any translation, the Spanish version shall prevail in all cases.

#### Nature of prices shown

The prices indicated in the apartment descriptions and in the search listings are approximate and reflect the minimum rate applicable to a standard period of the season. The final price is automatically calculated based on the dates, number of guests and optional services selected, and is shown to the client in the pre-payment summary, before clicking "Confirm booking".

#### Formation of the contract

The rental contract is completed when the customer confirms the reservation after reviewing the final summary, receives the confirmation email from Apartamentos Mare Nostrum, S.L. and pays the agreed amount. Until that moment, the prices shown do not constitute a binding offer.

#### Causes not attributable to the company

Apartamentos Mare Nostrum, S.L. assumes no liability for inconvenience or discomfort arising from external causes not attributable to the company (weather conditions, noise in the environment, works of third parties, local festivities, general supply cuts or similar circumstances), provided that such causes are beyond its control and do not prevent the essential provision of the contracted service.

#### Obvious pricing errors

Apartamentos Mare Nostrum, S.L. reserves the right to cancel reservations in which there has been a manifest pricing error (anomalous prices due to technical failure, human error of introduction or gross deviation from the usual market price). In such cases any amount charged will be refunded in full, including any bank commission associated with the original charge, which will be assumed by Apartamentos Mare Nostrum, S.L., and the customer will be offered the possibility of booking at the correct price.

**Rules of use (PDF):** [Spanish](#) · [English](#) · [Catalan](#)

### Acceptance of the General Terms and Conditions

The guest declares having read and understood these General Terms and Conditions, undertaking to comply with them in full throughout the contractual relationship with Apartamentos Mare Nostrum, S.L. Their signature constitutes express and binding acceptance.

Full name

ID / Passport

Guest's signature

Date

(sign within the box)