



Los Granados Rentals Booking Conditions
Please read carefully before booking any accommodation

Important Information about Los Granados de Cabopino

Los Granados de Cabopino is a peaceful, family complex located close to Puerto Cabopino. All of the apartments are privately owned and some are lived in full time by residents of the area. When booking accommodation at Los Granados, please consider that all apartments we rent are peoples 2nd homes, and we would therefore ask you to treat them accordingly. Please also be advised that all apartments are self catering.

A copy of the community guidelines will be sent to you on booking and given to you on arrival. These are there to make sure that everyone remains safe and to ensure that the complex retains the high standards and exclusivity that it is popular for. The administrators of the development take these rules seriously, and failure to abide to these rules may result in all of your damage deposit being retained, or in more serious cases, intervention by local police.

Please also note that whilst we use the security guards at the complex for key handovers, they are in no way affiliated to Los Granados Rentals and should you have any problems at all with your accommodation you should contact me, Catriona. Full details will be provided of the contact details with your arrival details on booking.

Booking Form and Payment Details

Upon making a booking with Los Granados Rentals you will be required to complete a booking form and confirm your agreement with these booking conditions and the community rules. You will also be required to pay a non-refundable deposit of 200 Euros or 20%, whichever is the greater, via bank transfer to our Euro bank account. We are unable to accept credit / debit card payments. The balance for your holiday will be due 8 weeks before your arrival, again by bank transfer. If you are booking accommodation for arrival within 8 weeks, you will be required to pay the full amount at the time of booking and this amount is non-refundable. Please note that due to the popularity of the apartments I am unable to reserve any apartments without proof of payment of a deposit payment and completion of a booking form.

Refundable Damage Deposit

With all bookings we require a refundable damage deposit of 250 Euros / 250

Pounds Sterling / 250 US Dollars for apartments and 500 Euros / 500 Pounds Sterling / 500 US Dollars for penthouses. This will be payable at the same time as your holiday balance. It is possible to pay your damage deposit in either Euros / Pounds / US Dollars in order to avoid any currency fluctuations on the refund of the deposit. The damage deposit will be refunded to a bank account of your choice within a week of your departure from the property.

Please note that deductions will be made from damage deposits for any breakages, damage to the apartment and any make up / stains that can not be removed from bedding, towels or furniture (in these cases please inform us immediately so that we can try and resolve whilst you are still in Los Granados). You will be charged to replace the relevant items, and an administration fee of 25 Euros per hour for any time spent resolving these issues. If the item being replaced is part of a set (eg bedding), Los Granados Rentals reserve the right to purchase a whole new set and charge you for the replacement accordingly.

Failure to depart by 10am on your departure day without prior agreement, leaving a key in the back of the door to the apartment on your departure, failure to leave keys with security on departure or if the air conditioning is left on in the apartment after your departure will all result in 50 Euros being deducted from your damage deposit along with any extra costs incurred.

Any damage caused by clients within the communal areas, including the social bar area, along with failure to abide by the community rules after warning will result in the full damage deposit being retained. The community administrators also reserve the right to contact the local police where necessary.

Arrival and Departure

Your accommodation will be available for you from 4pm (16:00) on your day of arrival.. If necessary we can try and have the property ready earlier for you but this is not guaranteed and must be requested at the time of booking. Please do not try and collect keys before the above check in time unless you have made prior arrangements as they will not be available for collection.

All accommodation must be vacated by 10am (10:00) on your departure day unless you have made prior arrangements to stay later. Again this must be requested at the time of booking and can not be guaranteed.

Cleaning & Laundry

The property will be fully cleaned before your arrival. All beds will be made and towels left out for your use. Please note that with the exception of LG19, beach towels are not provided, and you will need to bring your own towels for use at the pool and beach. If upon arrival you do not feel that the property has been cleaned to a sufficiently high standard please contact me immediately so that this can be rectified.

If your stay is 10 days or over, the bedding and towels will be changed during your stay. If you would like to arrange any additional cleaning at an extra charge, please let me know with as much notice as possible. Please note that we do not offer a daily

maid service.

The property will also be fully cleaned after your stay. If the property is left in an exceptionally bad condition, we reserve the right to charge for extra cleaning at 15 Euros per hour. At the end of your stay please empty all bins down to the communal area in the underground car park.

The Swimming Pools

There are two main swimming areas at the complex. The pool outside the first (Marbella) block is open from the 1st May to the 30th September and the pool outside the second (Mijas) block is open from the 1st July to the 31st August. Wherever you are staying you can use either pool. The pools are open from 10am to 8pm and should not be used out of these hours as there is no lifeguard present.

The indoor pool is open from the 1st October to the 30th June. This is open from 9am to 9pm. There is no lifeguard present at this pool.

General Booking Conditions

As we sometimes plan these arrangements many months in advance, the accommodation which we have available may change, and this may affect your holiday. In the extremely unlikely event that the property you have booked becomes unavailable, we will offer you alternative accommodation of the same or a higher standard for the same price. In the event that we are unable to offer you a suitable alternative, or the alternative is not to your satisfaction, we will refund any money paid to us in full including your deposit, and shall be under no further liability.

We can not be held responsible for any building or maintenance works which are being carried out within Los Granados de Cabopino or the surrounding area. We will however do our best to inform you of any such works, offering the option of an alternative accommodation, if necessary, where possible.

We shall not be held responsible for the death or personal injury of the client or any person named on the booking form, or any other person at the property. We shall not be responsible for any loss, breach or delay due to any cause beyond their reasonable control (eg. Explosion, flood, fire or accident, war or threat of war, civil disturbance, governmental strikes, other industrial actions and adverse weather conditions). In any case such as this, we will treat the contract as discharged. In the event that the contract is discharged in any of these (or similar) situations, our liability shall be to refund the sums paid to them in respect of the unused portion of the holiday calculated on a pro rata basis less an administrative charge of 20 Euros to cover reasonable expenses. We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming pool filtration systems etc, nor for failure of public utilities such as water, gas or electricity. Neither are we responsible for noise or disturbance originating beyond the boundaries of the holiday accommodation, or which is out of their control.

If you have any questions regarding any of the matters raised above, please let me

know before placing any booking. I can be contacted by email to info@losgranadosrentals.com or by calling (0044) 7828 789296.