



## **RULES OF RENTING AND FUNCTIONING OF THE HOUSE** **RURAL HILARIS**

**The house has a capacity to accommodate 12 people and is rented in its entirety. Reservations must be made for a minimum of 2 nights in low season and a minimum of 4 nights in high season.**

The rules of functioning of the establishment will be available to guests, and will contain the rules with which the guests' stay should comply, the timetables of the various services, as well as the instructions of the functioning of the appliances at their disposal.

### **PRICES**

The rental price refers to overnight stays or days, beginning at 5pm and ending at 12 midday. Occupation of the accommodation after this time does not imply the prolongation of the stay for an extra day, except if another departure date was agreed on by the guest and the owner beforehand.

Prices include VAT (10%) and include the use of all the services defined at the time of renting.

### **ADVANCE PAYMENT**

To confirm the reservation an advance payment of 40% of the total rent should be paid. This advance payment can be made by postal order or bank transfer stating the reservation number and arrival and departure dates in the description.

### **PAYMENT AND DEPOSIT**

The cost of the stay should be paid in its entirety upon arrival of the guests, and the advance payment paid by the guest will be retained as a deposit until the date of departure. In the event that any damage is caused to the house, its cost will be deducted from this amount.

### **CANCELLATION**

If the cancellation is notified more than 7 and less than 15 days in advance of the date of arrival, 50% of the advance payment will be lost.

If the cancellation is notified within 7 days prior to the date of arrival the guest loses the entire advance payment made as a deposit.

If the guests, without prior warning, do not arrive within 20 hours on the date they were due to arrive, the reservation will be considered cancelled, except if a later arrival time is agreed on by the guests and the owner beforehand.

## **REGISTRATION OF ARRIVALS AND DEPARTURES**

In accordance with the Order of 14 February 1992 of the Home Office, all rural tourist Accommodation should register the arrival and departure of guests in a Register and the traveller registration forms. When registering the arrival of travellers, the print-outs will be duly filled in and signed by them, it being compulsory to submit them to the Police Station or the Civil Guard Headquarters.

## **INVENTORY**

Upon arrival the guests will be given a list of utensils, furniture as well as existing additional articles and their quantity. This inventory will be checked before the guests leave.

## **USER MANUALS**

These will be handed to the guests in order to facilitate the correct use of the appliances and other facilities. (Barbecue, Fireplaces, Spa, Appliances, Games Room)

## **CLEANING**

It will be the guests' responsibility to return the house in the conditions of cleanliness, functioning and use in which it was handed to them.

## **ADMITTANCE OF NON-PAYING GUESTS**

The rules of functioning of Rural Houses can regulate the possibility of admitting guests to the establishment and their terms and conditions. Breach of this provision may lead to the early termination of the holiday.

The overnight stay of non-paying guests in the establishment will be considered as occupation of an accommodation place for all intents and purposes.

## **ADMITTANCE OF PETS**

Please consult the owner.

## **BEHAVIOUR OF GUESTS**

It is expected that the guests show complete respect for the facilities and in general for the whole house and the gardens, both the cultural and natural aspects. Any suggestions from the guests are welcome. The guests' holiday may be cut short when the usual rules of civility, hygiene or coexistence are breached, as well as when the accommodation periods authorised by the Department of Industry, Trade, Tourism and Employment (article 30) are exceeded after the express prohibition of the owner of the establishment.

**The rules of functioning of Rural Houses in Navarre not mentioned in the previous sections will be regulated in accordance with that provided for in Autonomous Decree 243/1999, of 28 June, which regulates accommodation in Rural Houses (Official Gazette of Navarre no. 105; 23/08/1999).**