

# Terms and Conditions

## House Rules

As a client we kindly ask you to have a look at the House Rules thoroughly in order to avoid any problems. Our main objective is for our clients to have a good experience in Málaga.

**Please don't smoke in the apartment.** Smoke on the terrace if there is one or outside the building.

**Quiet hours:** Monday - Friday 22:00 to 9:00, Saturday - Sunday 24:00 to 10:00. Please respect our neighbours and other guests – some guests may not be in Málaga on holidays. Please respect the noise levels in the stairs as well as in the apartments. Parties are strictly not allowed.

**General Conditions:** Please turn off the air-conditioning, lights and appliances if you leave the apartment, and do not operate the air-conditioning with the windows open; we try to be as environmentally friendly as possible. Although this is a safe neighbourhood, we always recommend you to lock the doors securely behind you and only take what you need with you for the day. You are expected to leave the apartment in a reasonable condition, specially the bathroom and kitchen. Please note that the check out time is at 12:00 as we need to clean the apartment from 12:00 to 16:00 prior to the next check-in.

**Please be careful with the keys:** If you lose the keys or get them stolen, we will have to replace the lock. An 90 EUR fee will be deducted from the deposit.

**Claim and complaint forms:** This establishment welcomes and complies with the provisions of the state and regional regulations regarding Tourist Apartments.

We are very attentive to the quality of the services we offer. We take care of the details and take note of the improvements, whenever possible, suggested by the clients. We listen to our customers. In this way we are constantly updated about the wishes and expectations of those who choose us.

## Apartment Policies

**Payment:** The payment of the full amount of the reservation will be made upon arrival unless it's a non-refundable reservation, which will be charged at the moment of the reservation. The payments can be made by cash, or by credit card (Visa, Mastercard, American Express, Discover, Diners Club, JCB). We hold the right to pre-authorise your credit card before your arrival. Bank wire transfers are accepted.

**Check In Requirements:** In order to check in you must present your ID or passport, the credit card used to make the reservation and/or a written booking confirmation from Ático Centro Málaga or one of its partners stating your booking reference number, booking name, type of room, check in/out dates and total amount paid. Be aware that a booking made directly through Ático Centro Málaga is just confirmed after 100% of the total amount of the reservation is charged and we will not recognize any reservations or bookings without a prior payment being made.

**Baby Cots and Sofa Beds:** Baby cots will be available in the apartment on request. Sofa beds will be prepared on request and will cost 15 Euros per night. Any type of extra bed or baby cot is upon request and needs to be confirmed in writing by Ático Centro Málaga.

**Parking:** **1.** Parking is possible in the locked garage in the house free of charge on parking place number 4. Please note that the parking space is suitable for small vehicles. **2.** There is no zone for residents in the vicinity of the house, so it is also possible to park outside the house for free. For larger cars, enter navigation to the crossroads Street Zamorano x Street Tiro. **3.** Another option is paid parking (service 24/7) 3 minutes walk from the apartment. We recommend booking in advance at [www.parkingkong.com](http://www.parkingkong.com) Parking Mármoles, Calle de los Mármoles 1, 29007 Malaga. Price 1 day = 19 EUR.

**Deposit:** During your stay we will keep a guarantee on your credit card against any damage or loss of your apartment inventory. We will cancel this guarantee after you check out providing all rules were followed.

**All building is non-smoking:** Please smoke outside. We will charge you up to 100 euros if you smoke inside the building.

**Noise:** Make sure the volume of TV or any other electronic device is not too high, especially during normal rest hours – from 22:00 to 08:00 hours. In the case that we must call the police due to noise or inappropriate behavior, you may be asked to vacate the apartment immediately without any refund if we receive complaints.

**General Conditions:** You are asked to use your accommodation with care and respect, to leave the apartment in the same state as you found it. Please be aware that nothing may be removed from your accommodation and you agree that any missing or damaged items will be charged to you at market price plus a replacement cost fee of 40 euros per item.

You should grant entrance to the staff of Ático Centro Málaga in case of emergency or technical problems even if without prior notice. Ático Centro Málaga shall not be liable for any direct or indirect damages that may arise as a consequence of the use of the accommodation by the client, including without limitation, damages, insurance, and losses due to fire, robbery or criminal behavior.

It is strictly prohibited to bring non-registered guests into the apartment that would exceed the agreed booking number. We will charge you 25 euros per person and per night if you do it otherwise.

**Arrival Information:** Customers should inform us, at least 1 week before their arrival, about their expected arrival time. Please provide a contact telephone number, ideally a number you have with you during your journey. We request the client to be available in that number, or else please indicate that you will not be available at all.

**Check In:** Check in time is between 16:00 and 22:00. In case you need to arrive earlier, we will try to accommodate to your needs. In any case, we cannot guarantee that the apartment will be ready before 16:00. For arrivals after 22:00, there is an extra fee of 25 EUR.

**Check Out:** In order to set up the apartment for the following guests, the flat has to be vacated at 12:00 at the latest. We will try to accommodate to your needs. We will ask you about your estimated check-out time on arrival.

**Cleaning Fee:** The price includes a final cleaning, which takes place after the departure, but it does not include daily cleanings. For stays of 7 days and longer, the price includes weekly cleanings with changing of towels and bed sheets. You can order additional cleanings and fresh towels and linen for a small amount.

**Number of Guests:** The client will inform Ático Centro Málaga of the number of guests included in the booking. Unless agreed otherwise, only the number of persons indicated by the client when booking shall be authorized to use the apartment. In the event of any infringement of the aforementioned obligations, Ático Centro Málaga, at its sole discretion, will be entitled to request the client to leave the apartment, and the client shall have no right to claim any type of compensation.

**Pets:** Pets are only allowed if they have been explicitly accepted by Ático Centro Málaga in written. Pet holders are responsible for all damages caused by their pets. We will apply an addition refundable security deposit of 100 EUR. We also ask for an additional cleaning fee of 20 EUR for an anti-allergen cleaning.

**Liability:** Guests declare explicitly to use the apartment at their own risk and relieve Ático Centro Málaga of all deduced claims of compensation. Ático Centro Málaga is not responsible for any valuables brought by the guests to the apartments. It is the customer's responsibility to leave the apartment in good conditions. The guests are liable for any damages and impairments on the apartment, as far as they exceed signs of wear and tear on normal usage. In case of major damages, Ático Centro Málaga will be authorized to deduct these damages from the security payment. If the damages are higher than the security payment Ático Centro Málaga will be entitled to claim for a compensation of damages.

**Behaviour:** Parties are strictly forbidden. In case of irresponsible behaviour, parties or complaints from other guests, Ático Centro Málaga shall be entitled to request the client and guests to leave the apartment immediately, regardless of the hour of the day, losing the rest of the nights reserved. In that case, the client shall not have the right to claim any type of compensation.

**Access to the Apartments:** In case of scheduled maintenance, we will inform you that someone of our staff will enter your apartment at an agreed time. Nevertheless, in case of emergency, Ático Centro Málaga staff has the right to access the apartment immediately even if it has been impossible to previously inform the client.

**Keys:** If you lose the keys or get them stolen, we will have to replace the lock. An 90 EUR fee will be deducted from the deposit.