

Welcome to Gemstone Getaway!

To ensure a pleasant stay and avoid any misunderstandings, we kindly ask you to review our house rules. By checking in, you acknowledge that you are familiar with and agree to adhere to these rules. Please note that violations may result in the cancellation of your reservation and full charges for the accommodation, regardless of the length of stay.

1. General	<p>Respect the Property: Treat the home as if it were your own. Avoid causing any damage and report any issues immediately to the Property Manager.</p> <p>Follow Instructions: Guests and visitors must comply with all house rules and follow instructions from the Property Managers (Holiday Rentals CDS) and the Pueblo Arabesque Urbanization's personnel.</p> <p>Strictly Prohibited: No commercial or illegal activities on the premises.</p> <p>Inform Property Manager: Please notify the Property Manager of any disputes or complaints from neighbors asap</p>
2. Check-in &-out	<p>Check-in/Check-out Times: Standard check-in is after 16:00, and check-out is before 11:00. Late check-outs without prior approval may result in withholding the security deposit.</p> <p>Registration: All guests must present an ID card or passport either before or at check-in to be registered and comply with local regulations.</p> <p>Check-out considerations: Before leaving, please:</p> <ul style="list-style-type: none"> • Leave the house as tidy as possible: beds dressed, towels hung. • Clean all dishes and kitchenware; start the dishwasher if needed. A €50 cleaning fee will be deducted from the security deposit if left excessively dirty. • Bring in cushions if bad weather is expected. Close the umbrella, lights, and all windows. • Remove all garbage from the property and deposit it in the dedicated containers outside the urbanization. • Leave all received keys on the silver plate by the entrance & pull the door closed behind you.
3. Noise & responsibility	<p>Noise Levels: Keep noise to a minimum, especially during nighttime hours (22:00 to 8:00). Excessive noise may result in termination of the agreement, loss of rental paid, and possible extra charges.</p> <p>No parties or large gatherings: small gatherings must respect noise rules and neighbors.</p> <p>Parental Responsibility: Parents/Guardians are responsible for the safety and security of their children, including any damage to the property.</p>
4. Occupancy & Pets	<p>Occupancy Limits: Please adhere to the maximum occupancy limit of 6 guests (age 3 and above).</p> <p>Visitors: All visitors must comply with house rules.</p> <p>Pets: Pets are not allowed inside the property.</p>
5. NO Smoking	<p>Smoking/Vaping: Smoking and vaping are not permitted inside the property.</p> <p>Cigarette Butts: Cigarette butts must be disposed of properly (e.g., in an ashtray) and not thrown on property or urbanization grounds. Failure to comply will result in a deduction from the security deposit.</p>
6. Pool & Urbanization	<p>Pool access: The pool is open from 9:00 to 22:00 with quiet hours beginning at 20:00. Gates to the pool area must be kept closed and secured at all times.</p> <p>Pool Etiquette: Please respect the following points at all times</p> <ul style="list-style-type: none"> • Please do not reserve lounge chairs with towels. • Keep noise to a minimum out of respect for neighbors, as the area can be very echoey. • Children must be supervised by their parents at all times – no running around the pool • Do not bring glass items to the pool area. • Remove all garbage when you leave the pool. <p>Pool & Urbanization rules: The rules displayed at the pool area must be followed at all times</p>
7. Cleanliness / Garbage	<p>Cleanliness: Maintain cleanliness throughout your stay, both inside the property and in the surrounding areas of the urbanization.</p>

7. cont.	<p>Recycling & Garbage: Please help us dispose of garbage properly. Separate regular garbage, plastic, glass, and paper, and use the allocated trash cans outside the urbanization. The closest trash cans are on the lower street and others at various locations at neighboring streets.</p> <p>Garbage bin color codes in Spain:</p> <ul style="list-style-type: none"> • <i>Yellow:</i> Recycling • <i>Blue:</i> Paper • <i>Grey / black:</i> regular garbage • <i>Green:</i> glass • <i>Brown:</i> compost <p>BBQ Usage: After using the BBQ, please ensure the gas tank is closed and the BBQ is cleaned. A €50 cleaning fee will be deducted from the security deposit if the BBQ is left dirty.</p>
8. Parking	<p>Parking: No dedicated parking space. Free street parking is available around the urbanization. Do not use private spaces in front of neighboring houses.</p>
9. Security	<p>Security: Lock doors and windows when leaving the property. Do not share access codes or keys with unauthorized individuals.</p> <p>Security Notice: A safe is provided for your convenience. Please use it as needed. The owners and property management team are not liable for any lost or stolen items.</p> <p>Security Advisory: While the urbanization has video surveillance cameras, please remain vigilant against theft and pickpocketing. Do not leave valuables openly or unattended. Report any incidents immediately to the Police and inform the Property Manager.</p>
10. Environment	<p>Weather Precaution: Guests are requested to keep doors and windows closed to prevent damage from adverse weather conditions. Additionally, please ensure all umbrellas are closed when not in use to avoid damage from wind or weather. A broken umbrella will result in a €200 deduction from the security deposit.</p> <p>Energy-Saving Guidelines: To help us save energy and protect the environment, please remember to turn off lights, air conditioning, fans, and electronics like televisions when they're not in use. Also, make sure to close all taps when they're not needed. We greatly appreciate your cooperation.</p>
11. Care and Clean-Up	<p>House Usage Guidelines: Please use the apartment and its amenities with care. Follow any specific instructions provided for their use. If you change any device settings, return them to their original state before departure.</p> <p>Internet and Wi-Fi: Free Wi-Fi is available. Please use it responsibly and legally.</p> <p>Household Supplies: Basic household supplies (e.g., toilet paper, soap, pantry essentials, etc.) are provided. If you run out, please replenish appropriately</p> <p>Tidy property: Please always keep the house tidy, especially the kitchen, as the lovely weather can attract insects. Your cooperation helps maintain a clean and comfortable environment for everyone.</p> <p>Furniture and Appliances: To ensure the comfort and safety of all guests, please do not move or remove any furniture or appliances from the property.</p> <p>Towel Usage: Please do not take bathroom towels off the property, such as for pool or beach use. We provide separate beach towels for your convenience.</p> <p>Balcony Etiquette: Please do not hang towels or swimwear over balconies.</p>
12. Locked areas & Privacy	<p>Locked Areas: All locked areas are designated for the owner and/or Property Manager. Any attempt to enter these areas is a breach of the rental conditions and will result in immediate termination of the agreement and/or a penalty deduction from the security deposit.</p> <p>Exceptional Access to Property: In rare instances, the owner or Property Manager may enter the property without the guest present to prevent potential damage or danger. The guest will be informed of the entry at the earliest opportunity.</p>
13. Emergency	<p>Fire Extinguisher & First Aid Kit: Both are provided in the kitchen area for emergencies.</p> <p>Emergency Contact Information: For any property-related emergencies, please contact:</p> <p style="text-align: center;">Holiday rentals CDS 24h line: +34 618 392 648</p>
14. Complaints	<p>Complaints compliance: For complaints, a complaints book is available in the left furniture of the dining room.</p>

Contact details of the local Property Manager:

Holiday rentals CDS	Phone: +34 618 392 648
C.C. Las Petunias, 2 Local 2	Web: https://cdsproperty-spain.com
29660 San Pedro de Alcantara	e-mai: info@cdsproperty-spain.com