



**Luxury Penthouse**  
*Barcelona Sea View Duplex*

## Terms & Conditions

By proceeding with the booking process, you agree to the following terms and conditions:

### 1) Reservation and Payment

To hold a reservation, an approved 15-70% payment of the total apartment cost is required. The amount is calculated automatically and indicated in "PAY NOW TO BOOK" line in "Rates&Booking" calculator. The booking is confirmed only when **Luxury Penthouse** has received this amount and has emailed a booking confirmation to the client. **Luxury Penthouse** keeps the right to cancel the bookings within 48h from the booking (with 100% refund). The remaining balance (shown in line "PAY ON ARRIVAL") of the apartment cost and security deposit must be paid upon arrival to the apartment. We allow full payment of the apartment cost in cash or by credit card. Make sure your card have enough credit. For more details please contact us.

As a guarantee that the apartment and all its contents will be returned in the same condition as found at the check in, we ask for the security damage deposit as well as a valid credit card number and passport copy. The damage deposit can be paid in cash or by credit card and will be entirely refunded the same way: in cash at the check-out or to the same credit card used for the payment up to 7 days after the check-out date, if the apartment is left in good condition (as it was during the check-in) and no apartment items are damaged or missing.

### 2) Cancellation and Changes

Please note that the paid "PAY NOW TO BOOK" reservation deposit is non-transferable.

Cancellation requests are subjected to the following penalties:

For cancellation notification of 90 days or more before the beginning of the rental period, 50% of the reservation deposit will be refunded to the client.

For cancellation notification of 89 days and less before the beginning of the rental period, 0% of the reservation deposit will be refunded to the client.

For cancellation notification during the stay (as of the time the client checked in), 0% of the total apartment cost will be refunded to the client.

Changes of the dates is possible only after approval from **Luxury Penthouse**

Cancellations in the number of guests are subject to 0% refund.

In the event of unforeseen problems with the property that the client has booked, **Luxury Penthouse** reserve the right to transfer the booking to the property of the similar characteristics. If the client does not agree to the suggested alternative, **Luxury Penthouse** will refund 100% of the total amount paid and cancel the reservation completely. In case that the relocation takes place during the client's stay, the



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reservation amount will be refunded except for the portion that corresponds to the number of nights stayed. **Luxury Penthouse** will not be liable for further claims by the client.

It is recommended to travel with holiday cancellation insurance. Any cancellation, including force majeure, will be subject to our cancellation policy stated herein.

All cancellations or changes must be made via email or fax.

### **3) Check-in/Check-Out**

Check-in to the apartment starts from **15:00 hrs**  
Check-out from the apartments is until **11:00 hrs**

We will attempt to accommodate all necessary arrival times. In order to do so, we ask that you contact us as soon as possible with your flight or train information. We ask that you call our office from the airport, after collecting your luggage and before making your way to the apartment. This way we know whether you have arrived on time or not, as often times planes, trains, and automobiles are delayed or rescheduled.

We will always attempt to accommodate early arrivals and late departures, but this is dependent upon previous/following bookings. Please note that there is a 50 EUR surcharge for check-ins earlier than 15:00 and between 21:00 and 24:00; check ins after 24:00 incur a 100 EUR surcharge. A late check-out (after 11:00) can be arranged upon agreement if the apartment is available with a surcharge up to 300 EUR.

### **4) Conduct**

Clients are committed to act with the utmost courtesy and respect towards neighbors and other apartment building residents. Loud noise and general acts of disrespect will not be tolerated. Parties of any nature are strictly prohibited. The non-fulfillment of any of these norms can cause the immediate expulsion of the clients from the flat without reimbursement and without the right to claim any type of compensation.

The client is expected to leave the apartment in reasonable conditions for cleaning, in the same way the apartment was found on the arrival day. If any of these conditions are not satisfied, **Luxury Penthouse** reserves the right to charge an additional cleaning fee.

Smoke inside the apartment is prohibited! You can smoke on terrace.

### **5) Liabilities**

**Luxury Penthouse** and the owner shall not be liable for any type of damages that may occur as a result of the client's stay and usage of the apartment. The client shall be liable for damages caused by him or any of his guests to the apartment or communal area (including but not limited to gym, swimming pool, lobby, and apartment) and the cost to repair/replace any damages exceeding the damage deposit





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amount are payable by the client. **Luxury Penthouse** reserves the right to charge the credit card provided for any excess damages.

**Luxury Penthouse** and the owner shall not be liable for any indirect damages such as losses of personal possessions in cases of robbery, criminal behavior, fire, etc.

**Luxury Penthouse** holds no liability for the accuracy or currency of the information contained within the rentpenthouse.net or other affiliated website. The property details content is the sole responsibility of the owner or agent of the property displayed. **Luxury Penthouse** has not confirmed the currency or accuracy thereof and strongly recommends vacationers to make their own investigations as to the authenticity of all information provided. **Luxury Penthouse** is in no way liable for any inaccuracies or misleading statements made in the information provided by the owner or agent of properties within the website.

## **6) Privacy**

**Luxury Penthouse** treats the personal information of site users with the utmost respect and confidentiality and takes reasonable steps to ensure that your personal information is stored securely and accurately. Your personal information will never be provided to any third party for their marketing or promotional use.

You can claim your right to access, rectify and cancel the agreement as stipulated by the Ley Organica 15/1999 by written notice to Ctra de Rubi, 72-74, 3/2, 08173, Sant Cugat del Valles, Spain.

**Luxury Penthouse** is a member of the Barcelona Association of Tourist apartments.



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