



BOOKING AND STAY CONDITIONS FOR TOURIST ACCOMMODATION

1. ACCEPTANCE AND SCOPE OF APPLICATION

Making a reservation through any channel (Booking, Airbnb, website or other platforms, telephone or email) implies full acceptance of these conditions by the reservation holder and all occupants. These conditions shall apply to all reservations, regardless of the booking channel used, without prejudice to the specific conditions of the chosen channel and the applicable current legislation. In the event of a serious breach, the owner or managing company may terminate the stay in accordance with applicable regulations.

2. NATURE OF THE STAY AND USE OF THE ACCOMMODATION

The stay is strictly tourist and temporary in nature, intended for short-term accommodation, and shall in no case constitute the guest's or occupants' habitual residence, permanent domicile, or place of registration. The reservation does not grant the guest any right of possession other than the contracted temporary use, and the application of the legal regime governing urban residential or seasonal leases is expressly excluded. The accommodation is intended exclusively for tourist and vacation use, and any commercial, professional, or business use is expressly prohibited, including, by way of example and not limitation, advertising activities, photographic or audiovisual sessions, events, professional meetings, or any other activity carried out for profit.

3. USER AND LIABILITY

The reservation holder must be of legal age, guarantees the accuracy of the information provided, and is responsible for compliance with these rules by all occupants and visitors.

4. RESERVATION, PAYMENT, MODIFICATIONS AND CANCELLATIONS

Payment of 100% of the reservation must be made prior to arrival at the accommodation, in accordance with the instructions of the booking channel or the establishment. Cancellations, refunds, and modifications are governed by the rate and conditions of the channel through which the reservation was made, unless expressly stated otherwise.

5. SCHEDULES

Check-in is between 4:00 p.m. and 9:00 p.m. Check-out is by 11:00 a.m. Guests must inform the estimated time of arrival. Emergency telephone assistance is available from 9:00 a.m. to 9:00 p.m.

6. OUT-OF-HOURS ARRIVALS, EXTRA CHECK-IN, REMOTE ASSISTANCE AND NO-SHOW

Arrivals outside 4:00 p.m.–9:00 p.m. will only be attended if requested in advance and subject to confirmed availability. Remote assistance, if requested and confirmed, is available until 10:30 p.m. After 10:30 p.m., access and assistance with entry incidents are not guaranteed. If the guest does not arrive within standard hours and has not requested and obtained confirmation for out-of-hours check-in or remote assistance, the reservation may be considered a no-show for operational purposes. In such cases, no relocation, cancellation, or compensation costs processed unilaterally by external platforms will be assumed.

7. OCCUPANCY AND REGISTRATION

The maximum occupancy of the accommodation may not be exceeded, and persons not included in the reservation may not be accommodated. All guests must be properly identified and registered in accordance with applicable regulations. Online registration of guests over 14 years of age must be completed at least 24 hours in advance or within the timeframe indicated during check-in.

8. ACCESS TO THE ACCOMMODATION, ONLINE CHECK-IN AND KEY DELIVERY

Access may be provided via in-person handover, smart lock, locker, or code box, depending on the accommodation. When access is autonomous, the guest must fully complete the online check-in process, including acceptance of the contract and guest registration. Until the system validates the process, electronic keys, codes, or access instructions will not be provided.

9. VISITORS

Occasional visitors are permitted provided the maximum occupancy is not exceeded. Visitors may not stay overnight or be accommodated. The reservation holder is responsible for the conduct of their visitors.

10. COEXISTENCE, PARTIES AND EVENTS

Guests must respect neighbors' rest. Parties, events, and celebrations are prohibited. Serious or repeated non-compliance may result in early termination of the stay and the application of charges or claims for damages.

11. NO SMOKING

Smoking is prohibited inside the accommodation. Non-compliance will result in a fixed charge of €180 for specialized cleaning and deodorization, without prejudice to additional damages.

12. PETS

Pets are only allowed upon request and prior authorization. A supplement may apply. The guest is responsible for any damages and extraordinary cleaning caused by the pet.

13. CLEANLINESS

The accommodation is delivered clean and must be returned in a reasonable condition, without rubbish or food remains. Extraordinary cleaning due to excessive dirt may be charged to the guest.

14. UTILITIES AND RESPONSIBLE USE

Water, electricity, and gas supplies are included for normal and responsible use. Manifestly excessive or abnormal consumption, not justified by ordinary use, may be charged to the reservation holder.

15. SECURITY DEPOSIT, DAMAGES AND POST-STAY CHARGES

Deposits and damages on platforms are managed in accordance with their procedures. For direct bookings, or where the channel allows, a deposit of up to €150 may be required to cover damages, losses, extraordinary cleaning, or outstanding amounts. The deposit will be returned after departure and verification of the accommodation's condition. Any excess damage may be claimed even after departure.

16. EQUIPMENT, INVENTORY AND KEYS

The guest must take care of the furniture, equipment, and keys/remotes. Breakages, damages, or losses may be charged to the deposit or claimed from the reservation holder. The establishment may document the condition of the accommodation at check-in and/or check-out.

17. LATE DEPARTURE AND OVERSTAY

Departure must take place by 11:00 a.m. unless expressly authorized. Departure between 11:00 a.m. and 2:00 p.m. will incur a €60 charge. Unauthorized stay beyond this time may be penalized with double the daily rate per full day, in addition to any damages caused.

18. WASTE AND USE OF COMMON AREAS

Guests must manage waste in accordance with municipal and building regulations. Extraordinary waste removal costs or penalties may be charged.

19. ACCESS DUE TO EMERGENCY OR FORCE MAJEURE

The owner or manager may access the accommodation in case of emergency or force majeure, informing the guest where possible.

20. COMMUNICATIONS AND NOTIFICATIONS

Communications made through the contact details provided by the guest or via the booking channel shall be deemed valid for notification purposes.

21. PERSONAL BELONGINGS

No responsibility is assumed for forgotten or lost items, except in cases of proven negligence by the establishment.

22. ASSIGNMENT, SUBLETTING AND ILLEGAL ACTIVITIES

Assignment of the reservation, total or partial subletting, and any illegal, dangerous, or disruptive activities are prohibited.

23. APPLICABLE LAW AND JURISDICTION

These conditions are governed by applicable law. In the event of a dispute, the parties submit to the Courts and Tribunals of Bilbao, without prejudice to the rights afforded to guests under consumer protection legislation.

Host

Guest

