

General Terms and Conditions

1. Applicability

These general terms and conditions apply to all reservations and stays at our holiday home Casa Lima – a boutique holiday home, c/ Nueva 81, 29120, Alhaurín el Grande (Málaga), Spain. RTA Licence VUT/MA/79986.

2. Reservation and Payment

A reservation becomes final upon receipt of the deposit (40%) or full payment as specified during the booking process. The remaining balance must be paid before arrival.

3. Cancellation

Cancellation is free of charge up to 5 days before the check-in date. In such cases, the deposit will be fully refunded. In the event of cancellation within 5 days prior to the arrival date, the deposit is non-refundable and no refund will be issued. We recommend that guests take out travel and cancellation insurance.

4. Arrival and Departure

Check-in is available between 3:00 PM and 8:00 PM. Check-out must take place no later than 11:00 AM. Deviations from these times are only possible with prior approval.

If a personal check-in is not possible, the accommodation may be accessed using a key made available in a key safe. No later than one day before arrival, we will inform the guest whether check-in will take place in person (our preference) or via the key safe.

Late check-out is only possible subject to availability and at the following rates:

- Check-out until 2:00 PM: €25
- Check-out after 2:00 PM: €50

5. Use of the Accommodation

The accommodation may only be occupied by the number of guests for whom the reservation was made (maximum 4 persons). Parties, events, and disturbances to neighbours are not permitted.

6. Reduced Mobility

Guests are responsible for determining whether the accommodation is suitable for their needs and should familiarise themselves with the features of the holiday home before booking.

The bedrooms are located on the first floor and are accessible only by stairs. For this reason, the accommodation may be less suitable for guests with limited mobility or walking difficulties.

If guests are unsure whether the accommodation is suitable for their specific circumstances, they are advised to contact us before making a reservation. We are happy to provide additional information to help guests make an informed decision.

7. Suitability for (Young) Children

Due to the layout and design of the accommodation, it is not suitable for children under the age of 10.

When making a reservation, the lead guest must provide accurate information regarding the composition of the travelling party. The owner reserves the right to refuse a booking request or cancel an existing reservation if it is found that the party includes children under the age of 10 and the accommodation is therefore deemed unsuitable.

Guests who are uncertain about the suitability of the accommodation for their party are advised to contact us in advance.

8. Use of the Jacuzzi

Guests must use the jacuzzi carefully and in accordance with the instructions provided.

It is not permitted to introduce substances, products, or objects into the jacuzzi that may cause damage to the installation, water quality, or operation of the system. The jacuzzi must also be left clean and in good condition.

In the event of improper use, negligence, excessive contamination, damage, or failure to follow the usage instructions, the owner reserves the right to recover from the guest all costs related to additional cleaning, water replacement, repairs, replacement parts, and any other resulting expenses. Where applicable, these costs may be charged separately to the guest.

9. Smoking and Vaping Prohibition

Smoking and the use of electronic cigarettes (vaping) are prohibited throughout the entire accommodation.

If it is determined that smoking or vaping has taken place within the accommodation, the owner reserves the right to recover from the guest all additional costs for cleaning, odour removal, and any damage to furnishings, fixtures, or upholstery.

These costs will be charged separately to the guest.

10. Pets

Pets are not permitted.

11. Liability

Guests are responsible for the careful use of the property and its contents. Any damage caused during the stay may be charged to the lead guest. The owner is not liable for loss, theft, accidents, or damage to personal belongings.

12. Force Majeure

We shall not be liable for circumstances beyond our reasonable control, including natural disasters, power outages, government measures, or other situations of force majeure.

13. Registration of Guests

In accordance with applicable Spanish laws and regulations, all guests must be registered in the Hospedajes system of the Ministerio del Interior (Ministry of the Interior). Guests are required to provide all personal information necessary for this registration accurately and in a timely manner. Access to the accommodation may be refused if registration is incomplete.

14. Governing Law

All agreements shall be governed by Spanish law. Any disputes shall be submitted to the competent court in Spain.