

Rental Conditions

1. Booking Request

When submitting your booking request, please indicate your preferred rental period and briefly describe the purpose of your stay.

2. Purpose of the Rental

The purpose of your stay helps us determine whether the property is suitable for your needs.

If the property matches your intended use, you will be asked to provide supporting documentation. For example:

- Proof of enrolment for study stays.
 - Travel tickets or a declaration for holiday stays.
 - Payslips or other proof of income for residential rentals.
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3. Residential Rentals / Documentation Reviewed by a Rent Guarantee Insurance

In most cases, the documentation provided will be reviewed by a rent guarantee insurance company.

Applicants will normally be asked to provide payslips, tax returns, or other documents that demonstrate financial solvency, depending on their individual circumstances.

4. Temporary Rentals / Furnished, Fully Equipped & Home Services

Temporary rentals are available for purposes such as work, studies, holidays, medical treatment, cultural activities, or while your main residence is being renovated. The reason for your stay must be documented.

This type of rental is designed to meet specific temporary housing needs. Therefore, the property is delivered fully furnished and equipped, together with prompt operational support whenever maintenance or other issues arise during your stay.

To ensure these standards, a **Home Services** package is required. It includes:

- Initial preparation of the apartment and its contents.
- General maintenance of the property, furniture, equipment and accessories.
- Operational support throughout your stay.
- Coordination and management of any maintenance issues or incidents.

You may choose the Home Services package offered on our website or propose an equivalent alternative, provided it offers the same level of service. This service cannot be replaced by an insurance policy.

4.1 Furniture, Equipment & Maintenance Package

The property is delivered fully furnished and equipped, including all household essentials required for comfortable temporary living. A detailed inventory will be provided.

The property, together with all furniture, equipment and accessories, must be kept in good condition throughout your stay.

5. Viewings Before Booking

We only arrange viewings when the apartment or room is vacant.

While the property is occupied, we do not organise viewings out of respect for the current occupants.

5.1 Trial Month

If you book the property without visiting it beforehand, you benefit from our **Trial Month**.

During the first seven days after moving in, you may request to shorten your contract so that it ends at the end of either the first or the second month. In that case:

- No early termination penalty will be deducted from your security deposit.
- 50% of the initial setup fee will be refunded.

6. Rent

Rent is payable monthly in euros by bank transfer from a bank account within the European Union during the first five days of each month.

If you require an alternative payment method, please contact us.

Rental prices are established in accordance with the Catalan Rental Reference Index and the applicable housing regulations.

7. Utilities & Other Expenses

Properties are generally delivered with all utilities already connected.

A fixed monthly utilities package usually covers water, Wi-Fi, gas, electricity and, where applicable, other services. Utility consumption is reviewed periodically to ensure that the agreed allowance remains appropriate.

8. Security Deposit

The security deposit will be refunded within 30 days after the end of the tenancy.

To receive the full refund, the property, furniture and accessories must be returned clean, free of personal belongings, and in the same condition as when they were delivered.

9. Guests (Shared Apartments)

Guests are not permitted without prior approval.

Guests can be registered by completing a simple form available on our website.

A contribution of **€5 per guest, per night** is required to cover additional utility costs.

Please be considerate of your flatmates. As a general guideline, we recommend that guest stays do not exceed four nights.

Subletting the property, in whole or in part, or using it for commercial or professional activities without prior permission is not permitted.

10. House Rules

- Smoking inside the property is not permitted.
 - Please do not hang laundry on street-facing balconies unless clotheslines have been provided.
 - Please respect your neighbours by avoiding loud music or excessive noise after **9:00 pm**.
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11. Early Termination

You may terminate your tenancy by giving at least **30 calendar days' notice**, provided the tenancy ends on the last day of a calendar month.

If the tenancy ends before the agreed end date, the standard compensation is one month's rent, unless both parties agree otherwise.

12. Waste Disposal & Recycling

Please dispose of household waste regularly to keep the property clean and help prevent insects.

If your tenancy includes cleaning services, we will provide some basic cleaning products. However, tenants are responsible for supplying everyday essentials such as toilet paper, paper towels, detergent, soap and personal hygiene products.

Recycling

-  **Yellow:** Plastic and metal packaging.
-  **Blue:** Paper and cardboard.
-  **Green:** Glass.
-  **Brown:** Organic waste.
-  **Grey:** General waste.