

General Terms and Conditions

"Please read our terms and conditions carefully"

Arriving in Barcelona:

As it shown on the contract agreement, you must contact us when you are close to your final destination. You have our contact numbers on the front page of this booking agreement.

We kindly remind you to contact us once you have collected your luggage from the airport. Once your GPS navigator shows you are at 20 minutes of your final destination or once your train or bus has arrived in Barcelona.

Our staff will not go to the apartment you rented until we receive information from you.

Key handling - Check-in:

Please take note that the agent responsible of your check-in can only handle you the keys once the balance is completely paid.

Extra charges:

Please note that an extra amount of 30€ will be charged for ANY check-in that takes place outside the times expressed below:
Monday to Friday from 15:00 to 19:00

Security Deposit:

The amount of the security deposit that you will be asked for is 200 €. You will be able to facilitate it in Cash or by giving your credit details instead. We remind you that this amount is fully refundable upon departure if the condition of the flat is satisfactory. We must remind you that in case of key loss, there is an extra charge of 25 €

Cancellation fees:

In case that you wish to cancel your booking:
If you inform us about this fact 30 days or more in advance before your check-in date, you will be charged the 50% of the down-payment as a cancellation fee.
If you inform us about this fact within less than 30 days before your check-in date, that will exclusively imply the loss of your down payment.

Check-out:

The apartment must be vacated necessarily before 12 a.m.
From this moment, the person in charge of the cleaning will proceed to prepare the apartment for the next guest. When leaving, the client is obliged to leave the apartment in a reasonable condition, with all rubbish disposed of correctly.

In any case the deposit will be refunded before you return of the keys of the apartment.

Liabilities:

Neither ShBarcelona nor the owner of the apartment shall be liable for any direct or indirect damages that may arise as a consequence of the use by the client of the apartment, including without limitation, damages, insurance, and losses because of fires, robbery or criminal behaviour.

ShBarcelona Website:

ShBarcelona reserves the right to change information published on the site at any time including rates, descriptions and photographs. ShBarcelona makes no warranty or representation about the fitness or suitability of any product or service advertised on its web site.

Number and identity of the guests

The client will inform ShBarcelona of the number of guests included in the booking. Unless otherwise authorised by ShBarcelona, only the number of persons indicated by the client during the booking process shall be authorised to use the apartment. The number of persons who may use the apartment may not exceed the number of persons for which the apartment is supposed to be used, except for children under two years of age. Pets are allowed only when permission has been granted. In the event of any infringement of the aforementioned obligations, ShBarcelona at its sole discretion will be entitled to request the client to leave the apartment, without offering any type of compensation.

Warning:

Please observe that ShBarcelona Terms and Conditions with regard to disturbances, excessively loud music and parties are very clear: all are strictly forbidden. Guests staying in an ShBarcelona apartment should know that if parties are held or havoc is caused, or if the neighbours complain they may call the police and this can result in immediate eviction regardless of the time of day or night and it could represent having to pay a fine.

The client signing the check-in form will be responsible for the correct behaviour of all the persons accompanying him or her. Failing to comply will result in loss of the prepaid rent and refundable damage deposit and we will not give any type of compensation. Also note that by booking with ShBarcelona you have already accepted our terms and conditions and will therefore be expected to abide by these rules.

You will also be expected to sign these rules upon check-in on your arrival day.

Quiet time is every day from 22.00 PM to 8.00 AM

We appreciate your collaboration in this matter and hope you understand that these rules are necessary as these apartments are all situated in residential buildings where people have to live and get up for work early. Nightly rest of these inhabitants must be respected.

We thank you for booking with us and we wish you a pleasant and happy stay.