



BARCELONA



## General terms and conditions



Please read our terms and conditions carefully

### 1. 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.**

### 2. 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.

### 3. Extra charges

Please note that an extra amount of 30€ will be charged for ANY check-in that takes place outside the following schedule: Monday to Friday from 15:00 to 19:00 or holidays.

Warning, if you lose the keys of the apartment, an extra amount of 50€ will be charged.

### 4. Security deposit

The amount of the security deposit that you will be asked for is 150€. You have two options to pay:

1. With your credit card: make an imprint and a pre-authorization, therefore, the amount will not be charged and this pre-authorization is valid for 7 days.
2. Cash: with this option you will be charged of an extra amount of 20€ to organize the deposit back upon departure. Please note that if you pay cash, the amount will be returned once it has handed over the keys and if the apartment conditions are satisfactory.

### 5. 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. In any case the deposit will be refunded before you return of the keys of the apartment. You will be asked to leave the apartment in a reasonable condition and take out the trash and clean the dishes or else an extra cleaning fee will be requested. During the check-in, you will agree your departure time with our agent to facilitate the return of the keys.

## 6. 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 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.

In the event of a breach in the booking agreement by the company, the same cancellation policy will apply.

## 7. Liabilities

---

Neither ShBarcelona nor the owner of the apartment shall be liable when a guest damages the apartment, when there is a loss because of a fire, when the place is robbed or if there was any other criminal behaviour.

## 8. 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.

## 9. 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.

## 10. 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.

Short term rental

Monthly rental

Yearly rental

Sales department

Architecture department

Insurance

### ShBarcelona

C/ Casanova 99, 08011 Barcelona  
C/ Casanova 100, 08011 Barcelona  
C/ Bailén 200, 08037 Barcelona  
Tel.: (+34) 934 521 347

www.shbarcelona.com  
sh@shbarcelona.com



### ShMadrid

C/ Ayala 74, 1-Z, 28001 Madrid  
Tel.: (+34) 915 762 474

www.shmadrid.com  
sh@shmadrid.com

