Casa Isabella – Guest Information & Terms

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1. Frequently Asked Questions (FAQs)

Do I need a car?

Yes, a car is recommended if you plan to explore the surrounding region. Casa Isabella is in a quiet inland village, so public transport is limited. The village itself has **two small garages** selling limited produce. The nearest full supermarkets, restaurants, and services are in **Alcalá la Real**, a short drive away.

Is the property suitable for children?

Yes, Casa Isabella comfortably sleeps **6 guests**, including families. There are two master bedrooms and a spacious interior across two levels. While there's no pool, the house is safe and has **plenty of space for children to relax indoors and enjoy the balcony views**.

Are pets allowed?

Pets are **not permitted** unless explicitly agreed in advance.

Is smoking allowed?

No, Casa Isabella is a **non-smoking property**.

Can I host a party or event?

No. Casa Isabella is located in a **quiet residential village**, and **parties or events are not permitted**. This policy respects local residents, complies with regulations, and preserves the peaceful character of the area.

What is the maximum number of guests?

The house accommodates up to **6 guests**. Any additional guests must be agreed in advance.

Are day visitors allowed?

No. Day visitors are **not permitted** without prior agreement, to ensure compliance with occupancy limits and respect for neighbours.

Are there quiet hours?

Yes. Guests are asked to **respect local quiet hours**, particularly in the evening and at night. Excessive noise at any time is not permitted.

Where can I park?

Parking **outside the property is not allowed**. All vehicles must be parked at the **top of the road** in designated spaces.

What are the check-in and check-out times?

Check-in and check-out times will be provided prior to arrival. Please adhere to them unless alternative arrangements are made in advance.

Are linens and towels provided?

Yes, bed linen and towels are provided for registered guests only. Please do not remove them from the property.

Is there a pool or hot tub?

No. Casa Isabella is an **authentic inland village retreat** without a pool or hot tub.

What if something goes wrong during my stay?

The owners or their representatives may access the property if essential maintenance or an emergency arises. Guests use amenities at their own risk. The owners are not liable for loss, injury, or damage to personal belongings.

Can I use the property for commercial purposes?

No. The property may **not be used for commercial purposes**, including photography or filming, without prior written consent.

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2. Full Terms of Booking

By making a booking at Casa Isabella, you agree to the following terms and conditions:

- All bookings are subject to availability and confirmation. A booking is secured once a **30% deposit** has been received and written confirmation has been issued.

- The remaining balance and any additional charges are payable as outlined at the time of booking. Prices include normal utilities unless stated otherwise.

- A **£150 refundable damage deposit** is required before arrival. This deposit is held against accidental damage, loss, or excessive cleaning and will be refunded following departure once the property has been inspected and no issues are identified.

- Cancellations must be made in writing at least **one month prior to the booking start date**. Cancellation terms and any applicable refunds will depend on the notice period and will be confirmed at the time of booking.

- Guests are responsible for the property during their stay and are expected to leave Casa Isabella in a clean, tidy, and respectful condition. Any costs for damage, loss, or excessive cleaning may be deducted from the damage deposit.

- Casa Isabella is a **non-smoking property**. Pets are not permitted unless agreed in advance.

- Casa Isabella is located in a quiet residential village and is **not suitable for parties, events, or gatherings**. This policy respects local residents, complies with local regulations, and preserves the peaceful character of the village. Any breach may result in immediate termination of the stay without refund.

- The **maximum occupancy** is **6 guests**. Exceeding this number is not permitted without prior written agreement.

- **Day visitors** are not permitted without prior agreement.

- Guests must respect **local quiet hours**, particularly in the evening and at night.
- **Parking:** No parking is allowed outside of the property. All vehicles must be parked at the **top of the road** in designated spaces.

- The owners or their representatives reserve the right to **access the property** for essential maintenance or in emergencies.

- The owners are not liable for delays, cancellations, or disruptions caused by events beyond their control (**force majeure**).

- Guests use all amenities at their own risk and are expected to use the property responsibly.

- Lost keys or damage to locks may result in a charge to cover replacement or security call-out costs.

- Bed linen and towels are provided for registered guests only and may not be removed from the property.

- The property may not be used for commercial purposes, including photography or filming, without prior written consent.

- Check-in and check-out times will be provided prior to arrival and must be adhered to unless otherwise agreed.

- The owners accept no liability for loss, injury, or damage to personal belongings during your stay.

- We reserve the right to refuse or cancel a booking if these terms and conditions are not adhered to.

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3. Guest House Rules (Summary)

- Max 6 guests.
- No parties or events.
- No day visitors unless agreed.
- Respect local quiet hours.
- No smoking.
- Pets only if approved.
- Parking at the top of the road only.
- Use the property responsibly.
- Follow check-in/check-out times.