



SPAINSELECT

Dear Client,

Please find below our arrivals and departures policy and procedure, which we hope you will find useful in assisting your travel plans. This information can also be found in your *Entry Form*.

We recommend that you **read all of the information** thoroughly to help answer any questions that you may have. If you require any further assistance please do not hesitate to contact us.

We would like to take this opportunity to thank you for choosing Spain Select, and to wish you a very pleasant stay with us.

Warm regards

Spain Select Team



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ARRIVALS PROCEDURE

A dedicated member of the Spain Select team will be on hand to personally welcome you to your apartment and assist you with the check-in process.

In the case that you have arranged a **transfer from the airport** with us, our chauffeur will be waiting at the arrivals gate to take you directly to your apartment.

If you have chosen not to use our airport transfer service, (please note that you may book the service up to 24 hours before your arrival date, depending on availability), it's vital that you telephone our dedicated team member on the following number, once you have arrived at the airport and collected your luggage.

Arrivals and Departures contact number: _____

In the case that your phone call is not answered, please telephone one of the following numbers:

- Spain Select office : +34 91 523 7451 (Office hours 09.00 – 20.00 Monday to Friday)
- Emergencies: _____

Once you have told us your mode of transport from the airport to your apartment, we will give you an estimated time of arrival. A member of the Spain Select team will be waiting for you at the main entrance of the apartment building..

Arrival Policy

Apartment arrivals can be made between 16.00 and 21.00

- **Arrivals before 16.00:** It is vital that you **let us know your plans as soon as possible**. We will do our very best to meet your requirements, but the only way of ensuring this is by reserving the previous night. You are of course very welcome to leave your luggage in the apartment and return after 16.00
- **Arrivals after 21.00:** Arrivals made between 21.00 and 23.00 incur an **additional cost** of €30, then a cost of €50 after 23.00

Upon your arrival our dedicated team member will give you:

- Keys to the apartment
- Instructions and guidance regarding utilities and equipment in the apartment (washing machine, dishwasher, air-conditioning etc)
- A short guide to the rules of the community (e.g. trash collection) and helpful advice on local services and the surrounding area

The person who made the apartment reservation must show their **identity card or passport** along with their **credit card, sign the rental contract, and settle any outstanding payments** (see “*reservation details below*”)

For further information about our arrivals policy please read the rental contract.

DEPARTURES PROCEDURE

On your day of departure you must **vacate the apartment before 10.00**. We kindly ask that you inspect the apartment before you leave, **dispose of any garbage, and leave the keys** on the living room table. Our cleaning team will arrive at 10.00am to clean and check the apartment inventory.

In the case that you have arranged a **transfer from the airport** with us, our chauffeur will be waiting at the entrance of your apartment to take you directly to the airport.

Departure Policy

Apartment departures should be made before 10.00

- **Departures after 10.00:** It is vital that you **inform us of your plans in advance**. We will do our very best to meet your requirements, but the only way of ensuring this is to reserve that day. You are of course welcome to leave your luggage in the apartment (where it will be securely stored) and collect it later in the day, before 12.30.
- We do not charge extra for a final cleaning service, but a fee of **€100** will be incurred **if the apartment is left in an unreasonable state**.

For further information about our departure policy please read the rental contract.

RESERVATIONS DETAILS

- Property Name:
- Address:
- Parking
- Start of rent:
- Arrival date:
- Check-in time:
- End of rent:
- Departure date:
- Check-out time:

Client Information

- Title:
- Address:
- Passport:
- Telephone number:
- Email address:
- Tenant name:
- Passport:
- Telephone number:
- Email address:
- Number of adults:
- Number of children:

Payments made and payments pending:

Rent: _____ €	Paid: _____ €	Pending: _____ €
Reservation fee: _____ €	Paid: _____ €	Pending: _____ €
Security Deposit: _____ €	Paid: _____ €	Pending: _____ €

Total amount to pay upon arrival: _____ €