

# Rental Guest – Cancellation Terms and Conditions

## Perfect Home Spain

These Cancellation Terms and Conditions apply to all short-term holiday rental bookings made through *Perfect Home Spain*. By confirming a reservation, the Guest agrees to be bound by the terms outlined below.

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### 1. Cancellation by the Guest

1.1 All cancellations must be submitted in writing by email to [info@perfecthome-spain.com](mailto:info@perfecthome-spain.com). The effective date of cancellation will be the date the Company receives the cancellation notice.

1.2 The following cancellation charges apply:

- **More than 30 days prior to arrival:** Full refund.
- **15 to 30 days prior to arrival:** 50% of the total booking cost will be retained.
- **14 days or less prior to arrival or no-show:** 100% of the booking cost is non-refundable.

1.3 Early departure during the stay does not qualify for a refund.

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### 2. Cancellation by Perfect Home Spain

2.1 In the unlikely event that the Company must cancel the Guest's booking due to unforeseen circumstances (e.g., property unavailability, emergency repairs, force majeure), the Guest will be notified immediately and offered either:

- A full refund; or
- An alternative property of similar standard, subject to availability.

2.2 If the Guest accepts the alternative property, no further claims or compensation will be entertained.

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### **3. Changes to Booking Dates by the Guest**

3.1 Requests to change the booking dates are subject to availability and must be submitted at least **30 days prior to the original arrival date**.

3.2 Date changes made less than **30 days** before arrival may be treated as a cancellation and rebooking, and cancellation terms may apply.

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### **4. Travel Insurance**

4.1 The Company strongly recommends that Guests obtain comprehensive **travel insurance** that covers accommodation cancellation, personal belongings, illness, accidents, and travel delays.

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### **5. Force Majeure**

5.1 The Company shall not be held liable for cancellations or changes caused by events beyond its reasonable control, including but not limited to: natural disasters, pandemics, strikes, governmental restrictions, or extreme weather. In such cases, the Company reserves the right to retain a portion of the booking to cover administrative costs.

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### **6. Refunds Processing**

6.1 Approved refunds will be issued within **14 business days** from the date of confirmation and will be made using the original payment method unless otherwise agreed.