

Golden Bear Holiday Homes

Our services are dedicated to Hacienda Riquelme only.

Key holding:

For £165 per annum UK Bank Transfers or €185 Euro bank transfer, we will hold the keys of your property and carry out regular inspections of the property, and upon request make the keys available to your guests. We will also report any issues to yourselves and the on-site administrators and keep you updated on issues or repairs.

Inspections include checking all utilities are working. Checking boiler, Checking all windows and doors are secure, flushing toilets, running taps, checking light fittings, airing the property and checking for damage.

Cleaning:

To prepare your apartment for the next arrival the following services carried out

- Removal of bed sheets, towels and tea towels for laundry.
- All rubbish bins will be emptied
- Fridge emptied and cleaned,
- Kitchen cleaned.
- Bathroom, Porcelain, chrome. Mirrors
- Electric hob, & Extractor
- Clean all accessible window/ patio doors, (does not include glass curtains)
- Make up max 4 beds. (Min 2 sets for change over to be provided by owner)
- Put out fresh towels and tea towels. (Owner supplied)

BBQ is not included in our cleaning charges. Clients must leave the BBQ in a clean condition. Please make your guests aware that a €30 charge may be withheld from their deposit if the BBQ is not cleaned after use.

Other contractors.

Golden Bear Holiday Homes is the chosen property management company. The cleaning of apartments for all rentals is the sole responsibility of Golden Bear Holiday Homes. This is to ensure the continuity of standards for all arrivals.

Sales, Rentals

If an owner wishes to advertise the property for sale, Golden Bear Holiday Homes will be the sole representative unless written consent is given by Golden Bear Holiday Homes for the use of other selling agents. A 4% commission is charged on the sale price. All advertisements costs are included in the 4% commission (for sale boards, web based advertising etc). If the property is advertised for sale through Golden Bear Holiday Homes but sold by another agent or sold privately by the property owner a 1% charge of the advertised selling price is payable to Golden Bear Holiday Homes for cost associated with the property being advertised through Golden Bear Holiday Homes. A 10% commission charge will be applicable for all Rentals generated by Golden Bear Holiday Homes.

A deep clean,

Includes kitchen cupboards emptying & cleaning, kitchen drawers emptying and cleaning, all Out door furniture cleaned, all balcony Railings cleaned, Terrace walls washed down, is available at €85.00. All these things can add approximately 2 additional hours to the normal cleaning time of an apartment.

Cleaning charge.

For a 2-bedroom 1 bathroom apartment is €60.00. 2 bedroom 2 bathroom is €65 payable on arrival or departure by guests. **The cleaning charge is based on a maximum 4 people sharing. €5.00 per additional person is payable for laundry. CLEANING GLASS CURTAINS ARE AN ADDITIONAL EXTRA AND ARE CHARGED AT €4 PER PANEL**

Meeting and Greet.

€15 is payable on arrival from 09:00 to 20:00 hrs. There is an increase in the meet and greet charges depending on the arrival time at the resort. The increased fees are as follows. Onsite arrivals between 20:00 ad 22:00 is €20. Arrivals between 22:00 and 09:00 is €25. We will meet your guests at the entrance to the resort. They will be shown around your property and then given the keys to your apartment. They will be shown how to work all appliances, Inc T.V, Air Con etc and made aware of any restrictions you have i.e. smoking. Upon departure a full inspection will be carried out and the owner informed of any damages prior to paying back deposits. We will ensure your guest can make contact with us in case they have any problems during their stay. **A free key safe option is available.**

Lock out.

If keys are left in the apartment and we are called out for re-entry, the meet and greet fee will apply again. The call out fees is charged depending on the time of call out. The meet and greet times above will be the applicable rate of charge. Please make sure your guests are made aware of this charge.

Welcome Packs

A basic welcome pack can be provided on request. The cost of providing the welcome pack is €3 in addition to the provisions requested. This service is only provided for arrivals after shop opening hours.

Additional services, such as waiting around at your property for deliveries or tradesmen etc or carrying out minor maintenance work will be charged at €15 per hour. We have access to a wide range of tradespersons to carry out any additional services you may require. Additional kitchen units, air-conditioning, Terrace sealing, and much more

Contract renewal.

All contracts are legally binding rolling 12-month contracts and 1 months advance notice is required by either party to terminate. If notice is not received or issued 1 month prior to contracts ending, the full 12-month fee will be applicable.

Advertise your apartment for rent or for sale through our web site www.goldenbearholidayhomes.com
Our charges are 10% commission on rentals and 4% commission on property sales.

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