



Terms and Conditions (Property owners)

(Scroll down for T&C guest)

Welcome to Elite Property Facilities. By using our services, you agree to comply with and be bound by the following terms and conditions. Please review these Terms carefully.

1. Acceptance of Terms

By accessing or using the Website, you agree to these Terms and our Privacy Policy. These Terms apply to all property owners who use our services.

2. Services Provided

Elite Property Facilities offers property management services, including but not limited to tenant placement, rent collection, property maintenance, and financial reporting. The specific services provided will be outlined in a separate service agreement.

3. Property Owner Responsibilities

As a property owner, you agree to:

- Provide accurate and complete information about your property.
- Comply with all applicable laws and regulations related to property ownership and rental.
- Maintain the property in a safe and habitable condition.
- Cooperate with Elite Property Facilities to ensure smooth management of the property.

4. Fees and Payments

Fees for our services will be outlined in the service agreement. You agree to pay all fees in a timely manner. Late payments may incur additional charges as specified in the service agreement.

5. Tenant Placement

We will use reasonable efforts to place qualified tenants in your property. However, we do not guarantee tenant occupancy or the duration of tenancy.

6. Property Maintenance

We will arrange for necessary maintenance and repairs of the property. You authorize us to make decisions regarding maintenance and repairs up to a specified limit, which will be outlined in the service agreement. For expenses exceeding this limit, we will seek your approval before proceeding.

7. Rent Collection

We will collect rent from tenants on your behalf and disburse it to you after deducting any fees or expenses as agreed upon in the service agreement.

8. Termination

Either party may terminate the service agreement with written notice as specified in the service agreement. Upon termination, all outstanding fees and expenses must be settled.

9. Limitation of Liability

Elite Property Facilities will not be liable for any indirect, incidental, special, or consequential damages arising from the use of our services.

10. Amendments

We reserve the right to modify these Terms at any time. We will notify you of any significant changes. Your continued use of our services after such changes constitutes your acceptance of the new Terms.



If you have any questions about these Terms, please don't hesitate to contact us at.
By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

Terms and Conditions (guests)

1. Reservation and Confirmation

1.1 Reservation Details

To make a booking, guests must provide the following information:

- Full name
- Address
- Arrival and departure dates and times
- Payment method

A booking is considered confirmed only upon receipt of verbal or written confirmation from the Company, along with a reservation confirmation number. The Company may require a reservation fee or a credit card guarantee to secure the booking.

1.2 Age Requirement

Only individuals who are 18 years of age or older are allowed to make a reservation. An adult making a reservation on behalf of a minor (under 18) will be held responsible for the minor.

1.3 Special Terms and Conditions

The Company reserves the right to enforce special terms and conditions that may differ from those stated in this agreement under the following circumstances:

- Public holidays
- Special events
- Seasonal periods
- Requests for additional services

1.4 Cancellation Policy

Guests may cancel their reservations, subject to the following conditions:

- Cancellations made 14 days before the arrival date will incur no charge.
- Cancellations made 48 hours or less before the arrival date will be charged 50% of the total booking fee.

1.5 No-Show Policy

If a guest fails to arrive on the scheduled arrival date without prior notification to the Company, the reservation will be considered a no-show. In the event of a no-show, the guest will be charged 100% of the total booking fee.

2. Payment Terms

2.1 Accepted Payment Method

We accept the following forms of payment:

- Credit cards (Visa, MasterCard, American Express)
- Debit cards
- Electronic bank transfers



2.2 International Credit Cards

When reserving an apartment, the company must approve and charge international credit cards. A reservation fee may be charged to the credit card as a prepayment. This will be deducted from the final bill if the company has not approved prepayment from your credit card.

2.3 Security Deposit

A security deposit of 250 euro is required upon check-in to cover any damages to the property or additional charges, including utility usage beyond the included allowance.

2.4 Refund of Deposit

After deducting any applicable charges (including utility usage), the remaining balance of the security deposit will be refunded to the guest using the original payment method or via an agreed-upon method.

2.5 Authorization

By providing a security deposit, the guest authorizes the Company to deduct any outstanding balances, damages, or excess utility charges from the deposit at the end of the stay.

3. No Cash Policy

3.1 Safety Measures

The no cash policy helps maintain a secure environment for all guests and staff by minimizing the risk of theft and unauthorized transactions.

3.2 Convenience for Guests

Electronic payments ensure a seamless and efficient check-in and check-out process for our guests, eliminating the need for physical currency exchange or handling.

3.3 Notification

Guests will be informed of our no cash policy during the booking process and upon arrival at our property.

3.4 Compliance

We kindly request all guests to comply with our no cash policy for all transactions conducted with our property management.

3.5 Refunds

Any refunds will be processed electronically to the original payment method used for the deposit.

4. Arrival and Departure

4.1 Check-In Time

Guests may check in from 15:00 on the scheduled arrival date. Early check-ins are subject to availability and may incur additional charges.

4.2 Check-In Process

Upon arrival, guests must present a valid photo ID and the reservation confirmation number. The Company may also require a credit card for incidentals.

4.3 Check-Out Time

Guests must check out by 11:00 on the scheduled departure date. The company might allow adjustments to check-in and check-out times, but it retains the right to approve such changes.



4.4 Check-Out Process

Before departure, guests must:

- Settle any outstanding balances.
- Return all keys, access cards, and any other property provided by the Company.
- Ensure the property is in the same condition as upon arrival, with all personal belongings removed.

4.5 Early Departure

If a guest chooses to depart before the scheduled departure date, they must notify the Company as soon as possible.

4.6 No Refunds for Early Departure

Guests who choose to depart prior to the confirmed departure date will not receive any refunds for the unused portion of their stay.

5. Liability

5.1 Company Liability

The Company is not liable for any personal injury, loss, or damage to the guest's property during their stay.

5.2 Guest Liability

Guests agree to indemnify and hold the Company harmless from any claims, damages, or legal actions arising from their stay.

6. Utility Meter Readings and Payment

6.1 Initial Meter Reading

The utility meters will be read and recorded at the start of the tenancy. Tenants may request to be present during the initial reading.

6.2 Deduction from Deposit

Any charges for excess utility usage will be deducted from the guest's security deposit at the end of their stay.

6.3 Encouragement to Conserve

The Company encourages guests to use electricity responsibly and make efforts to conserve energy. This includes turning off lights when not in use and using appliances efficiently.

6.4 Meter Access

Guests are welcome to ask staff to show them the location of the electricity meter if they wish to monitor their usage throughout their stay.

7. Guest Responsibilities

7.1 Compliance with House Rules

Guests must comply with all house rules and regulations during their stay. Failure to do so may result in additional charges or eviction without refund.

7.2 Property Damage

Guests are responsible for any damage caused to the property during their stay. The cost of repairs or replacements will be deducted from the security deposit or charged to the guest.



8. Guest Behavior

8.1 General Conduct

Guests are expected to behave in a respectful and courteous manner towards other guests, staff, and neighbors. Any form of disruptive behavior, including excessive noise, is not tolerated.

8.2 Illegal Activities

Any illegal activities conducted on the property are strictly prohibited and will result in immediate termination of the reservation without a refund. Authorities will be notified if necessary.