



QUESTIONNAIRE 1/3

— LA OLIVA CONCIERGERIE

CUSTOMER

Last name First Name

Address

City Country

Nationality Telephone

E-mail

Identity document ID number

PROPERTY

Property type House Apartment Bed and breakfast Other:

Address

City

Description of the location and outdoor equipment **Ex: swimming pool, sea view, terrace, garden....**

Description of interior equipment **Ex: Washing machine, internet,**

Number of bedrooms Numbers of Sleeps

Numbers of bathroom Area in M²

Around the property

Condition

THANK YOU FOR YOUR INFORMATION

QUESTIONNAIRE 2/3

— LA OLIVA CONCIERGERIE

YOUR CUSTOMER EXPECTATIONS / RENTAL RATES / DURATION

Wish price per week low season

Wish price per week High season

Type of clientele Friends Family/couple nomadic worker Holycatary

Rental possible by the day Yes No

- Desired formula (Several choices possible)
- Complete package Cool pack (without marketing) 110€/rental period of minimum 7 days
- Complete package serenity pack 20% of your rental income with mandatory marketing of 365€/year and redaction of the ad 149€
- Complete package Zen pack 24% of your rental income with mandatory marketing of €365/year and redaction of the ad €149
- Administrative and legal
- A la Carte

If à la carte, which services: —

- | | |
|--|---|
| <input type="checkbox"/> Storage of keys 7€/month | <input type="checkbox"/> Passenger welcome and outings 99€/ period |
| <input type="checkbox"/> Professional ad 149€ per accommodation | <input type="checkbox"/> Cleaning from 30€ (Exit reception subscription required) |
| <input type="checkbox"/> Opening and closing of accommodation from €59/visit | <input type="checkbox"/> Linen cleaning 20€/person (Compulsory outing welcome subscription) |
| <input type="checkbox"/> Marketing 365€/year | <input type="checkbox"/> Management of repairs 40€ per intervention |

Annual rental period

Period without rental

Each accommodation will then be visited. It is the subject of a Quality Assessment which will make it possible to highlight the strong points of your rental but also to point out the elements that do not comply with the standards expected by holidaymakers and the eligibility of the accommodation in the general conditions of sale.

We will also accompany you to improve the profitability of your rental.

This Quality assessment will make it possible to define your rental potential and make a rental income simulation. The service is free and without obligation.

THANK YOU FOR YOUR INFORMATION

QUESTIONNAIRE 3/3

— LAOLIVA CONCIERGERIE

OUR PROPOSAL FOLLOWING THE VISIT (ZONELOC)

Price per week low season one week

Price per week High season one week

Price per day

Based on the weekly rate we offer Last minute => reservation 8 days before the client's arrival date: the owner authorizes the agent to proceed with a reduction of 25% of the proposed rate - Long stay => in the case of 'a long stay sale of a duration equal to or greater than 3 weeks, the owner authorizes the agent to proceed with a reduction of 10% of the proposed rate - Early Booking => for a sale made more than 6 months before the date of stay , the owner authorizes the agent to make a reduction of 10% of the proposed price

Contribution for the rental (household appliances, linen, compliance...

Our proposal of formulas according to information and data

The proposal following the visit will lead to modifications to the needs at your request and if acceptance a quote or a contract will be sent to you by email, your signature of this quote will commit us to the chosen formula. The quote or the signature of the contract will also serve as acceptance of the general conditions of sale below.

Request a quote or contract request

Applicants / Account Holder's Name: _____

La Oliva Concierge Calle
Guire 35660 Corralejo
+330662021793 conciergerielaoliva@gmail.com
www.laolivaconciergerie.com

Signature _____

THANK YOU FOR YOUR INFORMATION



GENERAL CONDITIONS OF SALE

— LAOLIVAONCIERGERIE

PREAMBLE

PURPOSE LA OLIVA CONCIERGERIE SERVICES DE WANHYUDTRIP SLau capital de 3.000 €, whose head office is located - Calle Guire 35660 Corralejo, registered Registration number ES35018.000103301 in its capacity as President, represented by Estelle Breaud, hereinafter referred to as "the company" which offers an internet platform called "La Oliva Conciierge by Wanhyudtrip SL" allowing owners designated "the Owner" to rent real estate for short periods. In addition, "the company" delivers services intended to facilitate the management of their assets either as a full concierge service or as an à la carte concierge service. For these various missions or services, "the company" can act directly or call on external service providers. These general conditions are concluded on the one hand between the Company designated above and any natural or legal person designated as "the owner". The goods designated in the special conditions are rented as furnished tourist rentals.

Definitions **Furnished tourist accommodation:** Furnished tourist accommodation is furnished villas, apartments or studios, for the use of the tenant, offered for rental to transient customers, who stay there characterized by daily rental, week or month, and who does not take up residence there. **Concierge:** a concierge is an employee of the company or an external service provider in charge of carrying out the services chosen by the owner. He carries out quality assessments, organizes the receptive and carries out the tasks.

ACCEPTANCE OF GENERAL CONDITIONS

The purpose of these general conditions is to set the rights and obligations of each, the terms and conditions of the various services. They supersede and supersede any prior agreement, contract or written document. As soon as they are accepted, materialized by a checkbox, these general conditions establish the agreement of the parties on all the conditions and services expressed below. They are accessible and printable at any time on the home page of the site. The owner declares to have read these general conditions and expressly accepts them. These conditions apply without condition or reservation to all the services and benefits offered below. However, "the company" reserves the right to derogate from certain conditions in the special conditions, which will prevail over the general conditions in the event of contradiction. The Company may be required to modify these General Conditions at any time in order to adapt to changes in the technological and commercial environment and in order to comply with the regulations in force. Any changes will be updated on the laolivaconciierge.com website and notified to the owner. The modified General Conditions will apply as soon as they are posted on the website.

ACCESSTOSERVICES

To access the services, the owner must provide the documents to prove ownership of the property or his right to rent. 4.1 The owner declares that the destination of the building allows furnished tourism rental, that no legal or regulatory provision, nor any municipal decree limits his ability to rent his property. The owner declares, under his responsibility, not to be the subject of any measure of protection of the person (curatorship, guardianship, etc.) nor of any collective procedure, and in particular of receivership or judicial liquidation, and that the goods, object hereof, are not subject to any foreclosure proceedings. The owner also undertakes to notify the company of any changes relating to the ownership of the property (dismemberment, usufruct, etc.) occurring during this mandate. 4.2: The owner undertakes to provide information on the classification of the property within the meaning of the Canary Islands Tourism Code. In the case of classified accommodation, the order or decision must be displayed in the accommodation, in accordance with the regulations in force. 4.3: The owner undertakes to declare its activity to the tax authorities and has carried out all the compulsory steps according to the law in force. The owner also undertakes to send the company all the mandatory documents

- 4.4: The owner acknowledges having been informed by the company: - of its obligation to declare in advance the rental of the property subject to the mandate as furnished tourist accommodation in application of the Canarian tourism code. - its obligation to obtain prior authorization for a change of use of the property subject to the mandate in order to repeatedly rent it for short periods to transient customers. The owner declares on his honor to have fulfilled these obligations. In the event that one of these declarations is called into question or not honored, the company reserves the right to immediately terminate these general conditions.
- 4.5: The owner declares to hold all the mandatory diagnoses as well as all documents essential to the information of the tenant.
- 4.6: The owner declares that, to his knowledge, the goods covered by these presents have not suffered any loss giving rise to the payment of an insurance indemnity guaranteeing the risks of natural disasters.

HOUSING ELIGIBILITY

The seasonal rental market has been undergoing profound changes for several years, increased competition and new demands from holidaymakers. To stand out, a quality assessment of each accommodation will be made by "the LOC company". "The LOC company" reserves the right not to retain accommodation. For example, properties that do not meet the minimum quality requirements and/or whose location does not fall within the scope of intervention of the real estate concierge cannot be retained. 2 | 11 In the event that the designated property meets the minimum rental requirements, a dedicated concierge will be assigned to your rental. In the event that the property is located outside the area of intervention of the real estate concierge (15km around Corralejo) only the marketing service may be offered. In this case, the owner will not have the possibility of completing his offer with à la carte services. An accommodation for rent is a private unit, independent and inaccessible to third parties, with living room, bathroom, toilet, beds, kitchen and cooking element. To be rented, the dwelling must meet the criteria of decency, be maintained, the furniture functional and the installations comply with normal requirements.

The interior layout must be harmonious, comfortable and in good and clean condition. Environment • Exteriors (garden, lawns, terraces) must be regularly maintained. • Garden or terrace furniture (as many seats as beds) House/building • Doors, windows, locks sealed and in good condition. • Well maintained stairwell/elevator/walls etc. Interior layout • All rooms with window (except kitchen, bathroom/WC tolerated) and door • Floors, walls, ceilings etc. clean and in good condition • Sufficient lighting in all rooms • At least 1 toilet for 6 people • Power outlets in all rooms • Hot water in sufficient quantity – the equipment must be checked according to the standards in force and adapted to the capacity accommodation • Color TV (equipment and size adapted to the capacity of the accommodation – flat screen recommended) Bedroom(s) • Compliant bedding, comfortable bed bases and in good condition • Mattresses, mattress protectors (duffels) and protectors -clean pillows with cleanliness covers • Clean pillows and duvets equal in number to the number of beds offered with cleanliness covers Kitchen • All household appliances must be in perfect working order (instructions or instructions to be provided) • At least 2 hotplates or 2 burners • Refrigerator large enough for the number of people • Built-in or combined oven or mini-oven (depending on the capacity of the property) • Microwave oven • Washing machine age (optional below 4 beds) • Dishwasher (optional below 4 beds) • Small household appliances compulsory: 1 electric coffee maker, 1 toaster, 1 juicer, 1 iron with its ironing board • Professional installations for everything related to the pool and surroundings • Security system to current standards Security • All barriers and balustrades secured • Steep stairs, galleries and descents with protective railing • Autonomous smoke detector installed (DAAF) in number sufficient and in working order • All indoor and outdoor floors stable • Electrical installations (appliances, sockets, electric wires, lamps, etc.) in perfect condition and functional • Installations concerning gas, fuel oil, heating oil ready employment and safety standards. • Bunk beds firmly fitted and fitted with a protective bar • Safe and safe place and play facilities Mandatory equipment (at least and depending on the number of beds) • Cleaning utensils: 1 brush per toilet, 1 bucket + 1 mop-mop, 1 trash can, 1 broom + shovel, 1 vacuum cleaner, 1 clothes airer with clothes pegs • Kitchen utensils: Corkscrew, strainer, peeler, grater, whisk, ladle, can opener, kitchen knives, cutting board, 2 salad bowls, salad servers, salad spinner, 3 frying pans, 3 saucepans, 2 wooden spatulas, 2 potholders for 3 | 1 oven, 3 oven-proof dishes • Crockery (not mismatched and at least twice the number of beds): Knives, forks, soup spoons, teaspoons, glasses, coffee services, bowls, dinner plates, soup plates, dessert plates. • Storage: hangers mandatory in each cupboard or wardrobe Three sets of keys for the accommodation concerned must be given to the property concierge as part of the full concierge service. The owner also authorizes the company to replace, at its expense, any defective or missing equipment, appearing in the list of minimum equipment as defined above.

5.1. HOUSING MANAGEMENT

5.1.1 Accompaniment Administrative declarations: The company accompanies the owner in all the compulsory administrative procedures with the various administrations. This service is only accessible in the case of subscription to the full concierge service excluding the cool formula and excluding any administrative costs.

5.1.2 Professional photos: The company will commission a professional photographer of its choice to take the photos of the designated property, it freely determines the number and quality of the photos. As part of the complete concierge, the photos will be the property of the company. The owner will not be authorized to claim or dispose of them freely. The company inserts the photographs of the good chooses freely. As part of the à la carte marketing offer, the owner may send his photos in sufficient number and quality. The company alone determines whether the photos are of sufficient quality and in sufficient number to be inserted in the ad. Failing this, it will propose the intervention of a professional photographer to take the photos and will invoice the owner. In the event of refusal of this intervention, the accommodation cannot be advertised until suitable photos are provided.

5.1.3 Keeping keys and managing withdrawals (excluding check-in): The keys to the accommodation are kept in a nearby location. Management of withdrawals: the delivery and recovery of the keys (to the tenant, service provider, family, etc.) will be done directly in the room where they are kept. At each withdrawal, a notification will be made to the owner in his interface. For any collection at the owner's initiative, the latter must first inform the company, indicating the identity and contact details of the person to whom they should be handed over as well as the dates of entry or exit of the keys.

5.1.4 Check-in or Check-out at the local agency: Check-in includes: - checking the accommodation, - contacting and welcoming the tenant to hand over the keys to the agency, in an accessible key box 7 days/7 and 24h/24h or with a third party partner, - information on the functioning of the accommodation (according to information provided by the owner if à la carte), - notification of the arrival to the owner. The check out corresponds to the recovery of the keys in the agency or key box, the control of the accommodation after the tenant has left and the notification to the owner.

5.1.5 Management of the security deposit as required and of the full concierge tourist tax, excluding the cool formula: This service includes: - Collection; The deposit at the request of the owner will be collected by any means of payment available - The calculation of tax according to the duration of the stay, the number of occupants and the rate of the tax, the collection and collection of sums from travellers, the declaration on the platform of the municipality of the property, the payment will be made by the owner unless requested by the latter, partner platforms can take care of collecting and paying the deposit and the tourist tax. In à la carte concierge service without deposit held by the Company, the realization of the general inventory of fixtures of entry and exit of each tenant, is limited to the verification of the general good condition of the Property, and in particular to verify that the Property is not suffered no substantial and visible damage. If necessary, the Company informs the Owner of any damage observed;

5.1.6 Management of problems 7 days a week / troubleshooting only in full concierge service with the Zen formula: This service includes taking charge of the request (analysis and response) and moving to the accommodation if necessary. In the event of a breakdown or technical incident, if the company cannot solve the problem, it will commission a company. The owner will be informed via his secure space or by any digital means. The "company" will be responsible for requesting quotes, managing invoices and paying the service provider. A notification will be sent to the owner once the repair has been completed. In the event that the company is not in charge of the complete concierge of the property and that it would nevertheless have to manage a tenant problem and/or a repair, the owner will then be invoiced for the costs of opening a file as well as as travel expenses and the invoices of the various service providers involved.

5.1.7 Opening or closing of an accommodation after a period without occupation (excluding cleaning option): Opening of accommodation: Ventilation, start-up of meters (electricity, gas, water), start-up of equipment (boiler, air conditioning, opening of power supply machine, fridge start-up, VMC), shutter opening, outdoor furniture exit, cleanliness check (housing, equipment, crockery, duvet) Housing closing: switch off the meters (unless ordered by the owner), switch off the equipment, close the shutters, return furniture

5.1.8 Cleaning (à la carte concierge service, this service can only be ordered in addition to the check-in/check-out or opening/closing of an accommodation service): Planning, intervention request according to specifications, handing over of the keys to the contractor, recovery of the keys and control by the concierge, invoicing of the applicant and payment of the intervention. Cleaning offered at the beginning, end and during the stay.

5.1.9 Linen: (sheets = duvet cover, flat sheet, 2 pillowcases), Towel kit (one large and one small), bath mat Planning, preparation of the stock requested, Deposit in the accommodation and recovery.

MARKETING / PRICES / CONDITIONS

Marketing is mandatory for the Zen and Serenity formulas in the full concierge service at the price of €365/year.

The marketing includes: - Excluding the writing of the commercial advertisement with automatic translation into several languages (€149) - Exclusive distribution of the commercial advertisement of the designated property under special conditions on all reseller partner sites - Optimization of prices - Call management and emails for pre-sales information, quote request, 7 days a week, relaunch of quotes - Management of reservations with secure payment (collection of deposits and recovery of the balance) and editing of documents relating to the stay - Notification in the owner area

5.3 Execution of services or benefits: The company has free and unrestricted access to the periods contractually open for rental. The owner undertakes not to cancel a rental period of the property as soon as a reservation is registered by the company. If he nevertheless cancels the rental for the said period, he acknowledges having been informed that the company will charge him cancellation fees, the amount of which will depend on the booking site and the terms and conditions of the latter, as well as all of the relocation costs incurred. compensation for the damage suffered by the customer. The company reserves the right to put a stop sale if it judges that the property or its environment requires it, without the prior agreement of the owner The agent reserves the possibility of renting in a split way, namely minimum 2 nights and possible arrivals all days. The owner remains free to cancel periods of availability of the property for the days for which no reservation is registered by the company. The owner must make his cancellation or by sending an email to conciergerielaoliva@gmail.com. In the event that the cancellation request is made by email, the company reserves the right to validate it or not within 48 hours. To place an order, the owner undertakes to reserve the service at least 48 hours before the date of completion. He must give precise information to the caretaker so that he can carry out the service correctly. The owner must make the reservation for his service by email conciergerielaoliva@gmail.com Any reserved service must be paid for when ordering. A validation of the company must confirm the good support of the service. The latter cannot be held responsible for the non-realization of this one. In the event of non-payment, the company reserves the right to cancel the order, without any compensation in the event of prejudice being able to be requested from it. The company undertakes to make every effort to ensure that the subscription to the owner space operates without interruption, 24 hours a day, 7 days a week, except in the event of force majeure or maintenance operation Our services and services are offered in the limit of schedule availability from our service providers and available stock. It being specified here that each of the parties undertakes to ensure the commitments made (reservations, services, services, etc.) before the date of termination of the contract. Services or services ordered and paid for in advance will not be reimbursed.

6.1 PRICES AND FINANCIAL CONDITIONS The owner has taken note of the indicative price list attached in the special conditions. The prices correspond to the gross and net owner prices. The company is authorized to modify the price periods throughout the year according to the occupancy rate, seasonality and tourist flows for the good filling of the property.

7 It is specified here that the prices displayed on the booking partner platforms are increased by costs payable by the company and by costs payable by the traveller. Pricing may vary from platform to platform. Unless contraindicated in special conditions, the owner accepts promotions, namely: - Last minute => reservation 8 days before the client's arrival date: the owner authorizes the agent to make a reduction of 25% of the proposed price - Long stay => in the case of a long stay sale of a duration equal to or greater than 3 weeks, the owner authorizes the agent to proceed with a reduction of 10% of the proposed price - Early Booking => for a sale made more than 6 months before the date of stay, the owner authorizes the agent to proceed with a reduction of 10% of the proposed rate fees set at 20% including tax* for the serenity formula (TAX 7%) calculated on the gross owner price of the booking rate and at 24% including tax* for the Zen formula (TAX 7%) calculated on the gross owner price of the rate of the reservation on.. An annual fee of €365 including tax* will be payable by the owner for marketing operations. This amount will be invoiced at the signing of this document and deducted from the first rental. In the event of early termination, this amount will be due by the owner. For the following years, this package will be invoiced on January 1st.

6.2.2 A LA CARTE CONCIERGERIE Marketing: An annual flat rate of €365 including tax* will be payable by the owner for marketing operations. This amount will be invoiced at the signing of this document and deducted from the first rental. In the event of early termination, this amount will be due by the owner. For the following years, this package will be invoiced on January 1st. For the other services available as an à la carte concierge, the rates for the various services are available on the laolivaconciergerie.com website.

CONDITIONS OF PAYMENT The company is expressly mandated under the terms hereof by the owner to collect from partner sites or tenants directly, all rents, security deposits, indemnities, or all sums or values relating to the managed assets. The funds held will be paid into the current bank – or postal – account opened in the name of the company and will be guaranteed for their amount. The owner receives a percentage of the weekly price of the tariff annex defined by the agent for stays of less than 7 nights. If the owner subscribes to promotional actions, the price paid will be reduced in proportion to the action(s) subscribed. The price due is calculated according to the start date of the stay and the duration, according to the periods indicated in the price schedule. For any cancellation, the owner will receive an amount equal to the sums collected by the company. In the event of cancellation(s) of stay(s) due to force majeure (war, natural disaster, etc.), the company cannot be held responsible and the owner will not receive any compensation. The owner will receive the amount of the rents actually collected by the company after deduction of the fees, subscription and/or concierge fees indicated in the previous paragraph.

8 | 11 Any compensation paid to the tenant corresponding to a problem encountered during the rental which is not due to the Company may be deducted from the payment made to the owner. What the owner recognizes and accepts. The owner acknowledges and accepts that the amount of the net rents be paid to him thirty days end of month date of arrival by bank transfer to the coordinates indicated by the owner in his personal space. For example, stays started in June will be paid for at the end of July. The above terms do not apply to the à la carte concierge service. To use the services or à la carte services, the owner must accept the general conditions to benefit from the management tool. Each service order must be subject to immediate payment. In the event of early termination, the service ordered will remain due. In the event of non-payment of the service(s), the agent will have the possibility of debiting the owner's bank account in order to recover the debt and ensure payment of its supplier. In case of cancellation of the order no later than 30 days before the start of the service, it will be refunded. In the event that the request cannot be provided by the company without being able to find a new agreement with the service providers or not accepted by the owner, the latter will be reimbursed for the amount paid, without any penalty for non[1]execution being able to be requested from the company. **8 OWNER'S OBLIGATIONS** The owner undertakes: 8.1.1 To deliver the rented property in perfect condition of habitability, cleanliness (see next paragraph) and in compliance with safety rules throughout the duration of his commitment. He undertakes to inform the company or the tenant without delay of any nuisance altering the premises, the service or its environment (construction sites, works, pollution, modification of the premises, services, etc.).

In the event of failure or delay, he will be held responsible for the consequences. 8.1.2 Clarification concerning cleanliness for rental: cleaning of the interior and top of cupboards, cleaning of windows, cleaning and/or degreasing of household appliances (oven, hood, fridge, hob, etc.), vacuum cleaner emptied, clean mattress covers, mattresses, duvets and pillows, your personal belongings gathered or kept in a closed cupboard, terrace and garden furniture cleaned, curtain and net curtain clean, degreasing of the interior and top of kitchen cupboards, crockery, dish, pan clean and in good condition, general dusting (furniture, baseboards, etc.), carpet shampooed, lawn mowed, shrub trimmed. If these different points are not respected, the company reserves the right to commission a service provider without the owner's prior agreement. 8.1.3 Anything relating to normal wear and tear, obsolescence, routine maintenance, annual overhaul and routine improvement of services is the responsibility of the owner. The owner undertakes to maintain the accommodation and its equipment in perfect condition and to carry out the necessary repairs and work. 8.1.4 To ensure the confidentiality of his username and password. Any use made with the username and password of the owner will be deemed to be made by the latter. The owner is solely responsible 8.1.5 To draw up an inventory and a detailed inventory of the installations (in French) and of all the furniture within 15 days of the signing of the general conditions. These documents must be kept up to date in order to remain in conformity with the condition, description and equipment of the property. The company must be informed of any changes. He undertakes to provide a welcome guide for his accommodation containing all the information and recommendations necessary for the use and operation of the equipment in the accommodation. 8.1.6 To inform the company of the sale of the property. It is expressly agreed between the parties that in the event of transfer (assignment, succession or donation), the owner undertakes to transfer all of its commitments to the new owner. He undertakes to inform any professional and potential buyer of his commitments. 9 | 11 Visits with a view to the sale of the property may be carried out outside the reservation period and after information has been given to the caretaker in charge of the accommodation. 8.1.7 To honor all registered and confirmed reservations, and ensure that they take place according to the conditions provided for in the mandate. Otherwise, all transfer costs or compensation resulting from a dispute will be borne by the owner and will be deducted from his account.

PAYMENT TERMS

If a disagreement arises between the owner and the company about a statement, it cannot call into question the continuation of the services and the following stays. In the event that the owner does not honor his reservations already recorded, he will undertake to bear the additional costs related to the relocation of the tenants, which the owner acknowledges and accepts 8.1.8 When the owner provides himself or by through a third person mandated by him, the reception and the management of stays, the company is not responsible for any faults in the reception (non-delivery of keys, lack of cleaning or equipment, etc.) and rental damage. The owner agrees not to interfere in any way with the services provided by the company. The owner remains responsible for the proper performance of all services. 8.1.9 To take all measures to ensure the proper functioning and maintenance of the various operating services: water, gas, electricity, heating, air conditioning. These consumables remain the responsibility of the owner. Annual maintenance of the boiler or any other appliance is the responsibility of the owner. 8.1.10 Except request available with the zen and serenity formulas, the owner undertakes to collect, declare and pay the Tourist tax and/or additional tax to the municipality or the public establishment for inter-municipal cooperation (EPCI) on which depends good. The amount of the tax must be displayed in the accommodation.

8.1.11 Apart from full concierge service with Zen and serenity formula, the owner will take care of the deposit personally. (collection / return) 8.1.12 The owner undertakes not to offer his property on the same sites as the company. It guarantees the company that it has all the rights and authorizations necessary for the dissemination of the content and photos in its possession as part of its commercial actions on the various partner platforms, including after termination of the contract for those in progress. 8.1.13 The owner undertakes to register his personal reservations or period of unavailability of the accommodation by email to conciergerielaliva@gmail.com. Failing this, the accommodation is considered available for rent.

TERM

The parties agree for a period corresponding to one year from the date of signature of the contract. The owner may nevertheless terminate his contract at any time by sending an email to the Company giving one month's notice. Termination is effective at the end of the last reservation scheduled at the time of the termination request. Thus, the Owner acknowledges and accepts that he is required to honor any reservation taken at the time of sending his cancellation request. No reservation can be taken after his request.

In the event that the owner does not honor the reservations under the conditions indicated above, the company reserves the right to charge him fixed costs as well as all additional costs related to relocation, which the owner acknowledges and accepts. In the event of breach of any of the obligations arising from these general conditions, the company reserves the right to terminate the owner's access to the services by email with immediate effect. Termination will take effect on the date of dispatch without prior notice. Termination will result in the removal of services and access to the owner interface.

The Zen and Serenity formulas without termination of the contract one month before the anniversary date will be renewed for the following year.

PERSONAL DATA PROTECTION

Your personal data collected within the framework of this mandate is subject to the processing necessary for its execution. They are likely to be used in the context of the application of regulations such as those relating to the fight against money laundering and the financing of terrorism. They are intended for LA OLIVA CONCIERGERIE Agencies, the companies of the wanhyudtrip SL group, our service providers and in particular our IT and marketing and advertising service providers, the persons participating or involved in the implementation of our services, and to legal bodies or states in the context of the execution of our legal and regulatory obligations. The person responsible for processing personal data is Robert Christophe, Data Quality Manager. In accordance with the Data Protection Act, you have the right to access, rectify, delete, oppose and port your data by contacting contact laOlivaConciergerie.com.

RESPONSIBILITY INSURANCE

The owner declares that the property designated in the special conditions is insured in multi-risk housing with extension of guarantee owner renter in furnished, so that the company is never sought in responsibility on this subject. The company benefits from insurance covering the risks of professional civil liability; The company undertakes to make every effort to carry out the various services, it being specified that it weighs on it with an obligation of means. The owner is informed and accepts that short-term rental can accelerate the wear and tear of the property. The company cannot be held responsible in the event of damage observed on the property, linked to wear and tear or not, possibly accentuated by repeated use of the property. The owner agrees not to keep valuables in the property, the company cannot be held liable in the event of theft or breakage by the tenant. The company cannot be held responsible for any cancellation of a reservation by a tenant.

APPLICABLE RIGHT

These General Conditions of Use are written in French and subject to Spanish law. The Spanish courts have jurisdiction to rule on all disputes that may arise between the parties relating to the execution of the General Conditions of Use.

INTELLECTUAL PROTECTION

VThe Company is the sole holder of all the intellectual property rights of all the operating elements, the brands, as well as the content (text, video, photography, software) ensuring the operation of the service and appearing on the site. . These elements are likely to be protected by copyright, trademark law, patents or any other intellectual property right. Any representation, reproduction, adaptation or partial or total exploitation of the Site or of the content, registered trademarks and services offered by the Company, by any means whatsoever, is strictly prohibited and could constitute an infringement and follow the Intellectual Property Codes. .

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WAIVER

The fact that one or other of the parties does not claim the application of a clause of these General Conditions or does not contest its non-performance, may in no case be interpreted as a waiver by this party of the rights which derive for her of the said clause.

LA OLIVA CONCIERGERIE GENERAL CONDITIONS OF CONTRACT Information prior to the contractual process This laolivaconciergerie.com site is the property of Wanhyudtrip.com with CIF B72576044 and tax address at calle Guire 35660 Corralejo. The General Conditions of Sale govern the distance selling relationship between La Oliva Conciergerie and the User or Client, in accordance with the legal provisions, in particular Law 7/1998, of April 13, on General Conditions of Sale, Law 3/2014, of March 27, ~~Defensor del Consumidor~~ ~~Use of the General Law 3/2014~~, of December 5, Protection of Personal Data and Guarantee of Digital Rights, General Regulation on the data protection (EU) 2016/679, Law 7/1996, of January 15, on the regulation of retail trade, and Law 34/2002, of July 11, on services of the information society and the e-commerce. La Oliva Conciergerie reserves the right to make the modifications it deems appropriate, without notice, to the General Conditions. Said modifications may be made, through their websites, by any means permitted by law and will be binding for the duration of their publication on the web and until they are validly modified by the following ones. However, La Oliva Conciergerie reserves the right to apply, in certain cases, Special Contractual Conditions in preference to these General Conditions when it deems it appropriate, by announcing them in due time. The purpose of the site is the sale of air or water filters and accessories. The duration of the contract will be linked to the delivery of the product without prejudice to the right of withdrawal. As a user or customer, you expressly declare that you know, understand and accept the conditions of use and these general contractual conditions. In the same way, you declare to be of legal age and to have the legal capacity and to act necessary to access the websites of contracting through them. The European Commission provides an online dispute resolution platform available at the following link: <http://ec.europa.eu/consumers/odr/> You can access the relevant information on the website -same. In accordance with the applicable and current regulations on data protection, .

La Oliva Conciergerie informs users that the personal data collected during the registration and/or reservation process will be incorporated into the processing system owned by La Oliva . Conciergerie, with the purpose of processing said actions by the user and the management of subsequent actions that resulting. Your data will be kept for the time strictly necessary for the fulfillment of the purposes set out above, unless there is a legal obligation to keep them. We inform you that the legal basis for the processing of your data is the proper execution of the contract between the parties and consent. In turn, we inform you that you can contact the Data Protection Officer, by writing to the email address dpd.cliente@conversia.es or by calling 902 877 192. In accordance with the rights conferred by the regulations in force in terms of data protection, you can exercise the rights of access, rectification, limitation of treatment, deletion, portability and opposition to the treatment of your personal data as well as the consent given for the treatment of these, by directing your request to the address mentioned above or by e-mail conciergerielaoliva@gmail.com You can contact the competent control authority to present the complaint that you consider appropriate. During the purchase process, you must identify yourself with the username and password provided. This data will not be public. You are responsible for the confidential treatment and responsible for the identity and password obtained during registration as a customer, and cannot transfer them to another. You can modify the information recorded at any time, in your customer area. In this same section you will have access to a history of your orders, it is only a consultation section but its management is authorized, and the user can delete the records that he considers that he does not is not necessary to consult. Once the purchase process has been completed, the customer will receive a confirmation by e-mail. It is essential that during the purchase process the user indicates a valid email. If you do not receive confirmation within 24 hours of order completion, please contact

THANK YOU FOR YOUR INFORMATION