

GENERAL TERMS AND CONDITIONS FOR TENANTS

a) Whereas Polaris has been commissioned as property manager for the property mentioned on the reverse under an agreement executed to this end with the owner of the dwelling, and therefore Polaris acts for and on behalf of the owner of the dwelling.

b) Whereas the client wishes to occupy the property described in the reservation document, which they have agreed shall take place according to the following:

ONE.- Polaris transfers to the client, of age, use of the dwelling described above, free of occupants, for the agreed period.

TWO.- Once the term of the Agreement has elapsed, the client shall make available to Polaris the property which it is allowed to use hereunder, in a perfect condition, with no damage or deterioration other than usual wear and tear.

If the client withdraws from the agreement before it expires no amounts shall be refunded to him. Similarly, if the tenant cancels 4 weeks before the date of arrival, he shall forfeit 30% of the reservation deposit, if he does so 3 weeks before, he shall forfeit 50%, and if he does so 2 weeks before, 100%.

For every day that passes elapses after termination of the Agreement until the tenant vacates the property, he shall have to pay a penalty amounting to a further €500 per day.

THREE.- The intended use or activity as accommodation and the maximum capacity established in the reservation document may not be exceeded, with the consequences arising from any infringement being borne by the client.

In the event of unforeseen circumstances beyond the control of the parties which make the dwelling uninhabitable at the last minute, Polaris will offer another alternative property with similar characteristics, in which the client will be accommodated, with no cost or reimbursement.

FOUR.- The client shall pay Polaris the agreed amount for the accommodation via a bank transfer to Polaris' bank account number 2043 0011 15020052 or by charging it to its credit card, and shall pay 50% upon completion of the reservation and the other 50% one month before occupying the property. However, failure to pay this last installment within the established time limit shall entail loss of the amount paid up to that point and cancellation of the reservation.

This price includes initial cleaning, change of bed linen and towels, cleaning upon departure, cleaning half way through the stay for leases of longer than fifteen days, and electricity, water and gas charges. It also includes all the benefits for residents as afforded by the Polaris Club Card.

FIVE.- The client agrees to provide a photocopy of both sides of his credit card so that the necessary amounts can be charged for expenses for possible damage detected in the occupied dwelling. Care for the dwelling is the responsibility of the tenant, who must leave it in the condition in which it was delivered to him.

All damage, breakages and/or losses of the furniture and fittings of the dwelling must be notified immediately to the Resort Call Center (tel.: 968012695 and 902500821), and the client shall pay the replacement cost therefore, via a charge to his credit card of the value which appears in the inventory and in the list of prices contained in the Polaris Services Catalog.

If, once the tenant has checked out and the dwelling has been inspected, any item is found to be missing or any breakages or accidents are discovered which have not been notified to the Call Center, they shall also be charged to his credit card.

Similarly, the loss of each of the keys to the main and/or patio door or the remote control for the garage shall entail a cost of €200 + VAT, which shall be charged to the client's credit card.

SIX.- Clients shall grant duly authorized Polaris staff access to the dwelling at any time, subject to prior notice, so that they may inspect any service or facility or confirm compliance with contractual obligations or carry out any maintenance tasks.

SEVEN.- The dwelling is located in a building under the condominium property system and the client therefore agrees to be subject to the existing bylaws and internal rules of the Owners' Association, which he represents that he is aware of, and, for the avoidance of problems and to facilitate coexistence, the following points shall be taken into account:

- All garbage must be deposited daily in bags in the special recycling containers.
- Excess noise is prohibited. This includes: Music, TV, slamming of doors, shouting, etc. in the dwelling and/or its surrounding area, particularly in residential areas in hours of rest. Noise is a frequent cause of complaint between neighbors, who may call security in the event of nuisance.
- Clothes cannot not be hung out on building façades, or in an area of the plot where it can be seen from the road.
- Showering is obligatory before using swimming pools, due to the damage that sun tan lotions and creams cause to filter systems. The tenant shall be solely and exclusively liable for any accidents that may occur in the private swimming pools, and children are prohibited from bathing without adult supervision.
- The doors and windows of houses must be closed when nobody is inside. This will help to avoid possible avoidable robberies and will prevent wastage of electricity and gas from air conditioning units and boilers. Resort security and maintenance staff are authorized to enter the dwelling to close doors and windows if necessary.
- For security reasons, please do not allow access to any person who is not clearly identified as a member of Polaris personnel.
- Polaris reserves the right to cancel the reservation or to request that tenants leave the dwelling without any refund, if their behavior is inappropriate.
- Any criminal or offensive conduct will entail Municipal Police or Civil Guard action if necessary.
- Check-in time is between 3:30 p.m. and 7 p.m. Prior notice shall be required if tenants intend to arrive outside these hours. Check-out time is 10:30 a.m. The rest of the complex facilities may be used from 10 a.m. on the day of arrival.
- The client cannot carry out any construction work or reforms of any type on the leased dwelling, or make any alterations of any type to the layout and distribution of the furniture in the dwelling.

In witness whereof and for the relevant purposes, the appearing parties sign this agreement on two identical counterparts, which they have both executed in the place and on the date first-above written.

PERSONAL DATA PROTECTION. In accordance with the Constitutional Personal Data Protection Act 15/1999, of 13 December 1999, Polaris World informs the above-signed that their personal data collected in this contract and such that is obtained in the performance hereof will be included in a computer file, the responsibility of Polaris Servicios y Mantenimiento, S.L., consenting that they may be provided to the companies in the same group (Polaris World Group) in order that these may send them information on the products marketed and services provided. Similarly, the above-signed authorizes their data to be transferred to other providers whose support is necessary for the provision of the service for which this contract is being entered into. To exercise their rights of opposition, access, rectification and cancellation of their personal data, the above-signed should apply in writing to: Polaris Servicios y Mantenimiento, S.L., Autovía Murcia – San Javier Km.18 30591 Balsicas, Murcia (Spain).