



## INSTRUCTIONS IN DETAIL

### TO RESERVE AN APARTMENT:

Request a **RESERVATION**

CHOOSE AN APARTMENT FROM OUR LIST. GIVE US YOUR DATES OF ARRIVAL AND DEPARTURE, NUMBER AND TYPE OF PEOPLE, AND CREDIT CARD INFORMATION (VISA, MASTERCARD, MAESTRO). YOU CAN USE THE FORM TO LET US KNOW OF ANY SPECIAL NEEDS YOU MAY HAVE.

- a. Take a look at our list of apartments. Choose one (*or more, if you have any doubts or want to ensure availability*). Also list any optional amenity or service you may desire.
- b. There is a deposit fee of 150 Euros, fully refundable at the end of your stay if you leave the apartment in the same good condition you found it in. If upon arriving, you see any defects or damages, please indicate this to us so you will not be held responsible.
- c. To reserve, you can give us your credit card details (credit card number and expiration date) by completing the form, or calling us at +34.932.212.069 or emailing us at .
- d. If you have a special request to make or any questions, do not hesitate to see if we can help you.

### ***How to obtain the keys to your apartment***

Once we have received your deposit and payment for your stay, you can pick up a set of keys to the flat.

Upon your arrival to the city, come to our office to pick up the keys during nivellmar office hours. If your arrival is outside office hours, please make prior arrangements to meet with us--we will make our best effort to be available for you.

We will show you the apartment of your choice to see if it is to your satisfaction and has everything you need to make your stay a pleasant one.

If you lose your keys, do not worry. Just pass by the office and we will give you another set of keys. Replacing a set of keys carries an additional charge. (See List of Services)

[www.nivellmar.com](http://www.nivellmar.com)