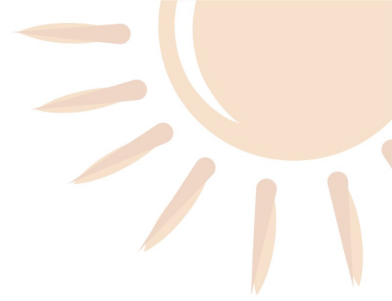




Cleaning, laundry and assistance rates

— Valid from 1 January 2027 · All prices include VAT

PAID BY THE GUEST

Guest bookings

Cleaning and linen for guest bookings made through Casasol Holiday are charged by Casasol **directly to the guest**.

Section 2

PAID BY THE OWNER

Owner stays and property services

Cleaning when you, your family or friends stay in the property, plus occasional maintenance and management services.

Sections 3 and 4

Key points for you as an owner

- ✓ **Cleaning for guest bookings is paid by the guest.**
- ✓ **Hotel-quality linen**, industrially washed and ironed, delivered and fitted in the property.
- ✓ **For your own stays you only pay for what you use:** laundry is optional.
- ✓ **Our own maintenance and admin team** for breakdowns, insurance and the community of owners.
- ✓ **A supervisor inspects the property before every arrival** and spots any issues before giving the go-ahead.
- ✓ **Welcome pack with every booking** (guests and owners): cleaning kit, bathroom toiletries, wine, snack, water and toilet paper.
- ✓ **Full transparency:** fixed prices including VAT, and any extra charge backed up with photos.

1 What every clean includes

GUESTS AND OWNER STAYS

The same for guest bookings and owner stays:

- ✓ **Quality check before every arrival:** a supervisor checks the cleaning and spots any issues before the property is cleared for occupancy.
- ✓ Full cleaning of kitchen, bathrooms, bedrooms, living room and terrace, plus rubbish removal.
- ✓ Cleaning of standard-sized outdoor areas.

Welcome pack with every booking, for guests and owners alike:

cleaning starter kit · bathroom toiletries · bottle of wine and a snack · 2 toilet rolls per bathroom · bottle of water.

2 Cleaning for guest bookings

PAID BY THE GUEST

Cleaning for guest bookings made through Casasol Holiday **is charged directly to the guest** at the rates below. It is not invoiced to the owner.

Property type	Standard occupancy	Cleaning + linen (paid by the guest)
Studio	2 people	€85
1 bedroom	2 people	€95
2 bedrooms	4 people	€125
3 bedrooms	6 people	€165
4 bedrooms	8 people	€210

The price depends on the number of bedrooms. Multi-storey houses and villas with large outdoor areas are quoted separately.

Linen included for the whole stay: the price includes all the linen packs needed for the booking. For stays of more than 7 nights, an extra replacement pack is provided free of charge.

● What a linen pack includes

✓ Top and fitted sheet per bed.

✓ One pillowcase per person.

✓ One bath towel and one hand towel per person.

✓ One bath mat per bathroom and tea towels.

✓ Premium beach towels in villas with a private pool.

● Other charges to the guest

✓ **Property left in poor condition** after the stay: an extra charge is made to the guest, always backed up with photos.

✓ **Misuse during the stay:** any call-out needed because of misuse is charged to the guest.

3 Cleaning for owner stays

PAID BY THE OWNER

Applies to own-use bookings (owner, family and friends). **Laundry is optional:** if you bring your own linen and take it away with you, you only pay for the cleaning.

Property type	Cleaning (without linen) (paid by the owner)	Optional linen	Total with linen
Studio	€59	€23	€82
1 bedroom	€69	€23	€92
2 bedrooms	€89	€32	€121
3 bedrooms	€119	€42	€161
4 bedrooms	€145	€64	€209

Multi-storey houses and villas with large outdoor areas are quoted separately. If the property is left in poor condition after your stay, an extra charge applies, backed up with photos.

● Optional linen by number of guests (per pack)

Up to 2 people

€23

Up to 4 people

€32

Up to 6 people

€42

Up to 8 people

€64

The pack contains the same items as the guest pack (sheets per bed, pillowcase, bath and hand towel per person, bath mat per bathroom and tea towels), industrially washed and ironed, delivered, fitted and collected. If you need an extra pack during your stay, it is charged at the same price.

● Using your own linen: laundry per item

If you use your own linen and would like us to wash it, it is charged per item as follows:

Item	Price (VAT incl.)
Single sheet	€1.80
Double sheet	€2.80
Pillowcase	€1.50
Hand towel	€1.90
Bath towel	€2.50
Bath mat	€1.90
Bathroom rug	€3.90
Bedspread	€20.00
Tea towel	€0.80
Blanket	€25.00
Single duvet	€22.00

Item	Price (VAT incl.)
Double duvet	€26.00
Sofa cover	€20.00
Single duvet cover	€3.50
Double duvet cover	€4.90
Mattress protector	€2.50
Pillow protector	€1.50
Pillow	€5.00
Wash mitt	€2.50
Cushion (with filling)	€6.00
Cushion cover	€2.00
Premium pool towel	€6.00

Charged to the owner, whether the property is let to guests or used by the owner.

Items not included in the guest linen pack

The following loose items are not part of the guest linen pack and are charged separately to the owner **only if they need washing**. This is decided by the cleaning team and the supervisor at each clean.

Item	Price (VAT incl.)	Item	Price (VAT incl.)
Bedspread	€20.00	Mattress protector	€2.50
Blanket	€25.00	Pillow protector	€1.50
Single duvet	€22.00	Pillow	€5.00
Double duvet	€26.00	Cushion (with filling)	€6.00
Sofa cover	€20.00	Cushion cover	€2.00

Additional cleaning charges

- ✓ **Adverse conditions** (e.g. dust or sand rain, known locally as calima): an extra charge applies, always backed up with photos.
- ✓ **Large outdoor areas:** prices cover standard outdoor areas; large areas are charged at **€19/hour** (minimum 1 hour).

Setting up a new property

Our onboarding process includes a deep clean before the first letting, so the property starts out at the Casasol Holiday standard. Charged at **€19/hour per cleaner**.

Assistance from our maintenance and admin team

Maintenance	Price per hour	Administration	Price per hour
9:00 to 17:00	€27/hour	9:00 to 17:00	€19/hour
17:00 to 9:00	€43/hour	17:00 to 9:00*	€25/hour

- ✓ **Maintenance:** any call-out by our team to the property, such as electrical, plumbing or carpentry faults.
- ✓ **Administration:** liaising with the insurer, dealing with the community of owners' administrator, or any issue that requires management work.

Minimum charge of 1 hour per call-out. Assistance outside normal hours is charged at the higher rate shown.

* The 17:00 to 9:00 administration rate only applies when a call-out is needed outside those hours.

External contractors

Third-party services (locksmith, plumber, electrician, etc.) are charged as per the contractor's invoice, plus Casasol Holiday's time (travel and coordination) at the hourly maintenance or administration rate.

Breakdowns during guest stays

If a fault in the property or its installations (electricity, water, etc.) needs our intervention to keep the stay running, it is paid by **the owner** at the assistance rates. If it is caused by guest misuse, it is paid by **the guest**.