

# Guide for your stay with



## BOOKING AND CONTRACT

Explains the booking process, contract signing, and required payments. Includes cancellation policies and booking requirements.

## CHECK-IN

Details the check-in process, including required documentation, payments, and conditions. Also provides information about check-in times and airport pickup service.

## DURING YOUR STAY

Contains information on repairs, emergencies, maintenance, and cleaning. Also offers advice on cohabitation and the proper use of the accommodation.

## CHECK-OUT

Explains the procedure for leaving the accommodation, the steps to request a new contract, and the conditions for the security deposit refund.

# BOOKING AND CONTRACT

## REQUIREMENTS TO BOOK WITH MADRIDEASY

To book your accommodation with us, you must **meet the following requirements**:

- ✓ Be between **18 and 33 years old**.
- ✓ Be a **student** or a young **professional**.
- ✓ Provide the following **documentation** according to your status:
  - If you are a **student**: DNI/NIE/Passport and university enrollment.
  - If you are a **young professional**: DNI/NIE/Passport, employment contract, and the last three payslips.

## WHEN IS A BOOKING REQUEST CONFIRMED?

When you submit a **booking request** (if it is not a direct booking), our commercial team will verify that you meet the requirements and send you an email with the request conditions.

Your booking will be confirmed once you make the first payment, covering the **accommodation service and the first month's rent**, through the payment link you will receive via email. **This payment can only be made through the website.**

## BOOKING CANCELLATION POLICY

After making the payment, you **have 48 hours to cancel your booking** and **receive a full refund**.

If you cancel **after this period**, you may cancel your booking, but **you will not be entitled to a refund**.

## NEXT STEPS: CONTRACT SIGNING AND SECOND PAYMENT

Once the first payment is made, you will receive several emails simultaneously:

- An email to **complete your information, which is necessary for drafting the contract**.
  - [\(VIEW CONTRACT TERMS – FULL APARTMENT\)](#).
  - [\(VIEW CONTRACT TERMS – ROOM\)](#).
- Another email, if there are less than 2 months before your start date, asking you to indicate **the date and time of your arrival at the accommodation (check-in)**.

When you **complete this information**, you will receive a new email with the details for **making the payment of the deposit, expenses, and check-in service** (if requested outside the established hours, see check-in conditions). **You will also receive the contract to sign it online.**

## CONTRACT CANCELLATION POLICY BEFORE CHECK-IN

**Once the second payment is made and the contract is signed**, the cancellation policy **applies based on the advance notice** of cancellation:

- **Up to 30 days** before the contract start date: **No refund will be issued, and you will lose the amount paid so far.**
- **More than 30 days** before the contract start date: The paid deposit amount will be refunded.

## CANCELLATION POLICY IN CASE OF EARLY DEPARTURE FROM THE ACCOMMODATION

### Possibility of Recovering the Deposit

Once you have moved into the apartment/room, if you wish to leave the accommodation earlier than the agreed contract term, you will be in breach of the contract. However, you may recover your deposit if you find a replacement for the same period who meets the following requirements:

#### For Shared Full Apartment Rental:

If a tenant leaves a shared full apartment **before the end of the contract**, they must find a **replacement** and arrange with them and the other tenants for the **reimbursement of their portion of the deposit**, as **Madrideas only returns the deposit at the end of the contract**.

To formalize the change, the new tenant must:

- Be between **18 and 33 years old**.
- **Provide a DNI, university enrollment, or employment contract**.
- **Pay €100 + VAT** for the management fee.
- **Sign a new contract** with the other tenants.

#### For a Room Rental in a Shared Apartment:

If you **wish to transfer your room** before the contract ends, the new tenant must:

- Be between **18 and 33 years old**.
- **Pay the deposit to Madrideas**.
- **Provide a DNI, university enrollment, or employment contract**.
- **Pay €495 + VAT** for the management fee.
- **Sign a new contract** for the room.

 **Important: In both cases, the outgoing tenant must be up to date with rent and utility payments. The outgoing tenant must leave the room clean for the incoming tenant.**

## FIXED UTILITIES FEE PAYMENT

**Gas, electricity, and water utilities are not included** in most **Madrideas** apartments. Therefore, a **fixed utilities fee** is charged, which can be checked in each property's **payment summary**. This fee is calculated based on the annual consumption history of the apartment, making payments easier as it remains a fixed monthly amount.

In **winter, actual consumption** is usually **higher**, while in summer, it is generally lower than the estimated fee. If **consumption is reasonable**, the fixed fee should cover the apartment's **utilities** without any issues.

However, if there is a **significant difference** between the paid fee and actual bills, a team member will contact you to **adjust the situation**. This is important because the landlord pays the bills in advance to prevent **utility service interruptions**.

# CHECK-IN

## CHECK-IN REQUIREMENTS

To **receive the keys**, you must have paid the following before moving into the apartment:

- ✓ **Rent and accommodation services.**
- ✓ **Full deposit and utility fee.**
- ✓ **Signed contract.**

## HOW DOES THE "ONLINE CHECK-IN" WORK?

Once your **booking** is confirmed, you will receive several **emails**:


- ✉ **Reservation details** – Verify that all the information is correct.
- ✉ **Link to confirm your move-in date** at the rented property. (Make sure you are aware of the check-in conditions described below)
- ✉ **Information on any pending payments**, if applicable.

## CHECK-IN CONDITIONS

- Before your arrival, you must have:

1. **Paid:** First month's rent, accommodation services, deposit, utility fee, and check-in service fee (if applicable). (If paying by bank transfer, send proof of payment)
2. **Submitted documents:** DNI/Passport, university enrollment, or employment contract.
3. **Signed the contract.**
4. **Notified your desired arrival date.** (at least 72 business hours in advance)

- **Check-in Schedule (No Additional Cost)**


 Monday – Thursday: 09:00 AM - 6:00 PM

 Friday: 09:00 AM - 2:00 PM

- **Check-in Outside Business Hours (€65 + VAT per person)**

 Monday – Thursday: 6:30 PM - 10:00 PM

 Friday: 2:30 PM - 10:00 PM

 Saturdays, Sundays, and public holidays: 9:00 AM - 9:00 PM

- **Check-in Not Available**

✗ Monday to Friday: 10:00 PM - 9:00 AM

✗ Saturdays, Sundays, and public holidays: 9:00 PM - 9:00 AM

- **Airport Pickup Service**

✈ Tenants who book this service must send their **flight details** (flight number and terminal) **7 days in advance, along with the number of suitcases** they will be traveling with.

⊘ If you do not notify delays or changes, **you will lose the service without a refund.**


## IMPORTANT:


! If your flight arrives around **8:00 PM**, consider **alternative accommodation** for that night, as **there won't be enough time for check-in**.

! **If you arrive after 9:00 PM on a weekend or public holiday**, you will have to wait until the next day from **9:00 AM onwards**.

## LINK TO CONFIRM YOUR MOVE-IN DATE

Through the **confirmation link**, you will be able to:

 **View the information** about the rented property.

 Select your preferred check-in **date and time**.

 **Submit your desired date and time**.

- You must select **"Suggest a date and time"**.
- If the date is **approved**, you will receive a **confirmation** email.
- If the date **is unavailable**, you will receive alternative suggestions to choose the most convenient option.

## CHECK-IN AT THE APARTMENT

- The apartments are delivered as a **blank canvas**, ready for you to **personalize as you wish**.
- To help with your first purchases, we have created an **Amazon wishlist** that you can order from before your arrival.
- **Before your check-in day**, we will send you the **apartment inventory so you know what is included. You will review and sign it online at the apartment on check-in day**.
- **Reminder:** Apartments **do not include bed linens**, only a **mattress protector**.

## AFTER CHECK-IN

Once the check-in process is completed, including the signature of the key receipt and inventory through the MadrIdeasy website, it is considered that the tenant has **received the accommodation in the conditions described in the inventory**.

However, you have **48 hours** from the moment of check-in to **report any defects or issues that were not detected during the move-in process**.

You can do this through the provided link, where you can upload photos and comments about any concerns or observations you wish to communicate.

- If you report **any issue** within this timeframe, **our team will handle the resolution as soon as possible**.
- **If we do not receive any notification** within 48 hours, we will assume that the condition of the accommodation is in **accordance with the signed inventory**.

## HOW TO REPORT ISSUES?

After completing check-in, you will receive an email with **instructions to register in the Madrideasy APP**.

Through the app, you can:

- **Access your contract.**
- **Report issues** quickly and easily.
- **Make secure** monthly payments.

If you experience any problems in your accommodation, **simply report the issue through the APP**, and our team will handle it as soon as possible.

[Download the APP Android](#)

[Download the APP IOS](#)

If you need to speak with our team or haven't received the app invitation, contact us via:

**Tenant Support: +34 608 606 959 tenants@madrideasy.com**

Working Hours: (Monday to Thursday: 9:00 AM – 6:30 PM and Friday: 9:00 AM – 2:30 PM)

**Emergency Support (Outside Working Hours) for Tenants: +34 681 22 22 74**  
(Phone support)

# DURING YOUR STAY

## REPAIRS AND EMERGENCIES

The **landlord is responsible** for repairing appliances and installations if the damage results from **normal use**.

If the damage **is caused by misuse**, the responsible **tenant must cover the repair costs**. If the responsible person cannot be identified, **the repair cost will be shared equally among all tenants** to encourage collective responsibility and care for shared spaces.

### Emergencies Outside Working Hours:

- If the situation **endangers the property or health, call 112** (fire, gas leaks, noise disturbances, conflicts, medical emergencies).
- **If it is not an emergency**, wait for customer service hours:

 Monday – Thursday: 09:00 AM - 6:30 PM

 Friday: 09:00 AM - 2:30 PM

**Emergency Support (Outside Working Hours) for Tenants: +34 681 22 22 74**  
(Phone support only)

Outside of working hours, please call only in true emergencies: such as situations where **living in the apartment is impossible or there is a serious threat to health or safety**.

Power Outage: Before calling, **check if the issue is building-wide or simply a circuit overload that triggered the breaker switch**.

## Home Insurance

- Coverage Includes structural emergencies **such as humidity issues, broken pipes, or electrical failures.**
- **Not Covered damages caused by misuse**, which must be paid by the tenants.
- **If you lose your keys, the insurance only covers the door opening**, with a maximum waiting time of **3 hours**. (This applies to the main entrance door, but not to individual room doors.)
- **If you call a private locksmith**, you must cover the cost.

## MAINTENANCE FEES

- The approximate cost of **one hour of work** is around **€50 plus VAT**, to which the **cost of materials** must be added, **depending on the maintenance work to be** carried out.
- In the event that the damage is due **to negligence or misuse rather than normal** wear and tear, the tenant will bear the **cost of the repair**.

These are the most **common maintenance tasks** that are usually performed:

### Plumbing Services

- Unclogging. (toilet, shower, sink...)
- Faucet replacement. (sink or kitchen, excluding materials)
- Toilet mechanism replacement. (excluding materials)
- Silicone replacement. (shower tray or bathtub, excluding materials)
- Bathroom accessory installation. (towel racks, corner shelves...)
- Adjustment of parts. (shower screens, toilets, handles)

### Electrical Services

- Light bulb replacement. (excluding bulb)
- Outlet or switch replacement. (excluding materials)
- Installation of surface-mounted outlets or switches. (excluding materials)
- WiFi repeater installation. (excluding materials)
- TV mount or electric radiator installation. (excluding materials)

### Painting Services (Includes paint in all estimates)

- Painting & touch-up per room. (white base)
- Painting & touch-up per room. (colored base to white)
- Painting & touch-up per room. (colored base to another color)

### Carpentry & Locksmith Services

- Door planing.
- Cylinder replacement. (excluding materials)
- Installation or replacement of FAC lock. (excluding materials)
- Key duplication.
- Doorstop installation. (excluding materials)
- Hinge lubrication. (3-in-1 oil)
- Door frame installation.
- Shutter repair. (cord replacement, slats, etc.)
- Bed slat replacement. (excluding materials)
- Mattress protector delivery.
- Door opening due to lock failure.

## CONTRIBUTE TO KEEPING THE APARTMENT CLEAN

Maintaining a **clean and organized home** will make your stay more enjoyable.

In some accommodations, **common area cleaning** is included in the rent, but it **DOES NOT cover:**

- Taking out the trash.
- Organizing personal belongings.
- Cleaning bedrooms.
- Washing dishes and kitchenware.

**Important:** On cleaning day, make sure common areas are **tidy** so the cleaning staff can do their job efficiently.

 Check out our tips section and watch our video for a more comfortable stay!

## DAILY TIPS FOR A BETTER STAY

- Use the **mattress protector**. If it's missing, report it immediately.
- **Report any damage** immediately with photos and videos.
- Do not leave **personal items** in common areas.
- **Clean utensils** after use and never dispose of food in the sink.
- **Turn off lights** when you're not using that area.
- Monitor **water, electricity, and gas** usage if the listing includes a usage tracker.
- **Remove hair** from the shower and sink to prevent clogs.
- **Respect storage spaces in the kitchen** and refrigerator.
- Take out the trash regularly, especially if you **recycle**.
- **Shared Responsibility:** Keep the apartment clean and organized for everyone's comfort!
- **Ventilate all rooms** of the apartment **for at least 10 minutes a day**.

## RESPECT YOUR NEIGHBORS AND ROOMMATES

- **Quiet hours: 11:00 PM – 7:00 AM.** (No loud TV, music, or conversations)
- **Overnight guests are not allowed** in the accommodation.
- **Parties are strictly prohibited** in the apartment.
- **No smoking or excessive alcohol consumption is allowed.**
- **Drugs are strictly prohibited.** (possession or use)
- **Pets are not allowed** in the accommodation.
- **Do not flush anything other than toilet paper.** (no wipes, sanitary products, or other objects)
- **Do not make holes or stick objects** on the walls.
- **Do not remove or move furniture/items** from the apartment without permission.

# CHECK-OUT

## ONLINE CHECK-OUT PROCESS

 **65 days before your departure**, you will receive an email with two options:

1. **Request a new contract.** (if the apartment is available and you meet the requirements)
2. **Select your check-out date.**

## REQUIREMENTS TO REQUEST A NEW CONTRACT

- **Be up to date with all payments.** (rent, utilities, and other fees)
- **Pay the accommodation service fee** for the new contract.
- **The apartment must be available** for the desired dates.
- **Meet the minimum stay** requirement.
- The request must **be approved by MadridEasy.**



## MAKING A NEW RESERVATION WITH A NEW CONTRACT

If a **tenant** wishes **to renew their stay in the accommodation**, they must first receive **confirmation from the owner** and meet the following conditions:

### For Shared Full Apartment Rental:

- **Pay one month's rent + VAT** as an accommodation service fee.
- **Sign a new contract** with the other tenants, including the new start date.
- **Be up to date with all payments.**

### For a Room Rental in a Shared Apartment:

- **Pay €495 + VAT** as a **contract management fee**.
- **Sign a new contract** with the **updated start date**.
- **Be up to date with all payments.**

**IF ANY REPAIRS ARE NEEDED BEFORE YOUR DEPARTURE AND THEY ARE YOUR RESPONSIBILITY, PLEASE CHECK OUR MAINTENANCE FEE LIST FOR PRICING AND DETAILS.**

## SECURITY DEPOSIT REFUND

- **Refund Timeline: 7 to 8 weeks** after the contract end date.
- **Transfer Fees:** Covered by the tenant.

### For Questions or Additional Information:

✉ **Email:** [tenants@madrideasy.com](mailto:tenants@madrideasy.com)

📞 **WhatsApp/Phone:** +34 608 606 959

## BEFORE LEAVING THE APARTMENT

If you **have selected your check-out date**, you will receive an email 2 days before departure with a link where you can:

- **Upload photos** to verify the apartment's condition.
- Add **comments** if necessary.

### TO AVOID ISSUES WITH YOUR SECURITY DEPOSIT REFUND, FOLLOW THESE STEPS:

1. Leave the apartment/room **free of trash** and **personal belongings** (including clean kitchenware).
2. **Lower all blinds before leaving.**
3. **Empty** your space in the **fridge and kitchen cabinets** (if living in a shared apartment).
4. Leave **the keys on the table** in your room before departing.

## RECOMMENDED PHOTOS TO UPLOAD

**Common Areas:** Kitchen, living room, and bathrooms (from multiple angles).

### Room:

- Bed frame and mattress condition.
- Blinds (both raised and lowered).
- Walls and wardrobe condition.
- General photo of the room.
- Photo of the keys placed on the desk.