

Spring Break Workers **Rental Agreement Contract**

By signing this contract you agree to be legally bound by these Conditions for your Magaluf Working Holiday Package. Alongside signing, we require a €200 cash security deposit, and a photo of your passport. Please note that if you have any issues, these can be reported by contacting our admin between the hours of 10am-5pm

The Admin Office phone number is +34600831295 - and will be switched off over night.

For an emergency outside of these hours, please contact your reps (phone numbers will be provided or they can be found in the official WhatsApp group chat)

We would like to politely remind you **we are not 'babysitters'** - we are providing a service of creating a fun environment to settle into working abroad, with accommodation included.

KEYS

You are responsible for your own key for your apartment. If you lose your keys for your apartment between 6pm - 10am, please respectfully find a neighbour in your block (or someone in the WhatsApp Group Chat) to host you for the night, as we will not be available to assist you. If you lose your keys, you will be charged an additional €20 for the replacement. If all keys for the apartment have gone missing, the locks will have to be replaced, and your apartment as a whole will be charged €100.

BEHAVIOUR:

We do not tolerate bullying/abusive language/name calling/disrespecting other recruits, reps, or admin staff. We take any form of sexual harassment very seriously, with immediate eviction. If the behaviour of any individual causes offence, danger, damage or distress to others we reserve the right at all times to cancel the booking.

- Smoking is not permitted inside the apartments.

- Using illegal drugs or substances is not permitted inside the apartments/balconies/common areas e.g. the pool.

- Parties between the hours of midnight to midday are not permitted in the apartment block. Any reports of these will result in immediate eviction. We expect people to report any noise complaints to reps/admin via WhatsApp, preferably with video evidence to support this.

- Sitting on railing of the balcony, or balcony hopping, will result in automatic eviction.

- Jumping into the pool from the balcony will also result in automatic eviction, and the police will be involved.

- Please be respectful of noise made or music played between the hours of 10pm and 8am. We always recommend you ask your rep on arrival as to what noise levels and certain rules are set in place at the accommodation. If you persistently break these rules they can exercise the right to have you evicted from the apartment permanently.

Anyone who is evicted for breaking this contract is not permitted a refund of their €200 security deposit or their package booking. Spring Break Workers will be under no obligation to cover expenses incurred and will not consider or accept any claims for compensation, refunds, deposits or reimbursements of any lost accommodation, nor will they be held responsible for supplying you alternative accommodation at their expense.

MENTAL HEALTH / WELLBEING:

We care about the wellbeing of our recruits, therefore we ask you to provide an emergency contact number for a situation that we consider you unstable, vulnerable, or at risk of any kind. We will also contact your emergency contact if you are permanently removed from our workers apartments, and we are obliged to explain the reason for this too. If you are struggling with mental health, please contact Jasmine via WhatsApp on the work phone, +34600831295

If you need to go to hospital please follow these instructions below, and notify a rep/admin:

For **Emergencies** please call **112** (They will speak English if required)

For Doctors service please call Juaneda at +34900535033

Several British doctors can be accessed in the Magaluf area, as can be found on Google Maps. If you have medical travel insurance, please contact them first to ensure they accept your insurance company.

Your nearest pharmacy is called "Farmacia Torrenova" found on Google Maps.

CLEANLINESS:

Everyone who attends a Working Holiday Package is an adult, therefore we expect you to live like one. The condition and cleanliness of the apartments must remain at a decent liveable standard.

- We expect no piled up washing up or left over food or drink/packaging laying around, this can attract insects including cockroaches.

- Glass bottles to be put in the bin to avoid accidental breakages.

- Bins should be taken out to the collection point, and not be left in the apartment or hallways which can cause potential hazards

- Clothes should be kept in your suitcase and not clutter the floor.

- Cigarette butts to be left in an ashtray, it is forbidden to throw cigarette butts over the balcony.

If you feel that someone you are sharing your apartment with is living in an unsuitable standard, please report them to the Admin Office between 11am-3pm.

We will be undergoing regular room checks, so please ensure you maintain these standards. If standards are not met we will issue one 24 hour warning, and if not resolved you will be charged €50 each from your security deposit.

SECURITY DEPOSIT:

You are asked to give us a €200 cash security deposit before we handover the keys to your apartment.

If there are any damages or breakages, we ask you to report them immediately. The person who is responsible for the damage/breakage will be charged from their security deposit. If the breakage is reported immediately (rather than hidden or left to be found) there will be a discount of the penalty charge taken.

If no-one owns responsibility for the breakage, then the cost is deducted from everyone's deposit who lives in the apartment.

When it is time for you to leave, please contact the admin office at least 48 hours before to book a time for your apartment to be checked. Once it is signed off, on the condition that there are no breakages/damages and that the apartment is in a clean state, you will have your deposit returned to you.

If you are departing Mallorca under an emergency, we will do our best to accommodate your apartment to be signed off, but if we are not available then it will be checked as soon as possible, and we will arrange for your security deposit to be bank transferred to you, which can take up to 14 working days.

MAINTENANCE - any issues that appear during your stay which require plumbing/electrician assistance (leaks, broken appliances, broken lights) needs to be reported to the admin office immediately to avoid further damage occurring. If it is not reported and further/serious damage is made, in which case you can be held responsible for.

SUB-LETTING/ROOM CHANGE:

You are not permitted to swap/change beds without permission from the Administrator. Anyone who swaps apartments without permission granted, is at risk of being evicted as this is a safety risk for our Fire Plan.

We understand that there can be an occasion that you "bring someone home for a sleepover" - but under no circumstances can you host another individual in your apartment who is not paid for a package, or has been agreed for them to pay us rent. It is not permitted to have friends stay in your room or apartment for a holiday, neither can you have someone moved in with their belongings to sleep on a spare bed or the floor.

If we find someone living in your apartment who is not on our Fire Plan, they will be evicted immediately, alongside yourself/whoever is responsible for their stay.

WHATSAPP GROUP CHAT:

- No bullying/abusive language/name calling/disrespecting other recruits, reps, or admin staff
- No talking about illegal drugs
- No scaremongering (“bad mouthing” the company or staff associated)
- It is not permitted to set up additional WhatsApp or Snapchat group chats - this is for your own protection and safety as we can not monitor these.

You must be aware that if you break any of these rules you will be removed from the WhatsApp group, and it is up to the managers discretion if you are permitted to continue your Working Holiday, with no refunds permitted.

REP REPRESENTATIVES:

Your Resort representative will offer you job assistance, job advice, job intro training and give you tips on how to approach managers in the resort. Spring Break Workers and the representative are not liable or responsible if you haven’t been able to obtain work in the resort. It is down to the discretion of the Managers of the bars/ restaurants/nightclubs if they choose to employ you with all legal paperwork. If you do not wish to take the job you are found, you are not obliged. Your reps responsibility is to spend most of your first week helping you to settle into the area and to answer any questions you may have.

Your rep is contracted to you during your stay, it’s down to the rep whether they help you after that time.

BEYOND OUR CONTROL:

As per our terms and conditions we will not pay any compensation, reimburse expenses, or cover losses for any amount or otherwise accept responsibility if we have to change your Package after booking, or our suppliers, cannot supply your Package, or you suffer any loss or damage of any description, as a result of circumstances beyond our control.

When we refer to circumstances beyond our control, we mean any event that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. Such circumstances will usually include but are not limited to, war, terrorist activity, civil unrest, industrial dispute, bad weather and significant building work outside your accommodation, which is not known to us in advance of your departure date and building work from a third party.

CANCELLATION & REFUND POLICY:

Once you have signed this contract, it is not possible to organise a cancellation, refund, or rescheduling/re-booking of any sort.

FULL NAME _____ SIGNATURE _____ DATE SIGNED _____