

FAQS

- **What time is check-in?**

Check-in starts at 3:00 pm. If you arrive Barcelona prior to 3:00 and your apartment is not ready yet, you are welcome to leave your luggage in our checkroom while you explore the city.

- **Will someone be there to receive me?**

Between the hours of 9:00 am to 6:00 pm, one of our staff members will be on site to greet you. It is very important that you let us know your estimated arrival time and flight information. In the event that that you arrive after 6:00 pm, you will need to follow the instructions that appear in the PDFs available on our website on **LATE CHECK-IN (with or without car)**. Under no circumstances will an additional charge be applied to late arrivals.

- **Are cleaning services included?**

For stays of 8 nights or more, your apartment will be cleaned in the middle of your stay. You may request supplemental cleaning services during your stay (at an additional cost) so long as you make your request no later than 4 pm the day before.

1 Bedroom Apartment - 49€

2 Bedroom Apartment - 80€

3 Bedroom Apartment - 95€

Upon your departure, you must be sure to leave your apartment in presentable condition and in a clean state (general clean-up is included).

Midtown Apartments reserves the right to charge additional cleaning surcharges should any apartment be left in unsatisfactory condition. Pots and pans, tableware, and utensils must be cleaned; picking up after parties or celebrations is not included, and will be penalized accordingly.

Smoking inside the apartments is strictly prohibited, as is the presence of any pet or domestic animal. Failure to comply with these conditions will result in the application of an additional cleaning surcharge to restore curtains, furniture, etc.

- **When do I pay for my stay?**

If you chose a rate with flexible cancellation policy, we will charge the first night of your stay 7 days prior to your arrival date, and you may change or cancel your reservation up to 8 days before your arrival date. The full amount of your booking charge, including the tourist tax, will be collected upon your arrival.

If you booked a non-refundable reservation, the full amount of your booking charge will be collected as soon as you complete your transaction. This type of booking does not permit cancellations; if you completed your transaction through our website, you may modify the dates of your stay, but no refunds will be issued.



- **Do I have to leave a security deposit?**

Yes, we will collect a security deposit from you on the day of your arrival, charged to your credit card. The amount of the security deposit will depend on the length of your stay. Please bear in mind that Midtown Apartments will return your deposit within 24 hours following your departure, so long as all terms and conditions have been met satisfactorily (you may consult these at any time in PDF format in the FAQs section). The refund is not instantaneous and will be reflected in your account according to the regulations observed by the relevant banking entity (anywhere between 3 and 15 days).

- **What appliances and kitchen accessories will I find in the apartment?**

Every kitchen comes fully equipped with microwave oven, dishwasher, refrigerator and freezer. You will also find small kitchen appliances (toaster, kettle, etc.), silverware, dishes, linens, and cookware. All apartments also have washer-dryer, iron, and ironing board. A complete inventory of everything you will find in your apartment is available to you at any time on our website.

- **What happens if something in the apartment breaks?**

If something breaks, you must immediately advise our staff. Any costs incurred by improper use will be deducted from your deposit.



- **What time is check-out?**

Check-out is 11:00 am.

Midtown Apartments invites you to leave your luggage in our checkroom at no charge up until 8:00 pm on the day of your departure; should you need to leave bags for longer, please ask at Reception.

- **What do I need to do when I leave the apartment?**

If you plan on leaving before 9:00 am, you are asked to advise reception the day before, and we will provide instructions for early check-out.

If you leave between 9:00 and 11:00 am, simply stop by the reception desk on your way out.

What about kids?

Children from 0 – 2 years of age may stay at no additional cost. We offer cribs upon request; please let us know if you require one when you finalize your booking.

- **Can I request an extra bed?**

We do not have any extra bed available at the apartments. Only registered guests are welcome to stay, and our occupancy limits must be strictly observed. In the event that the apartment is used by any individual who has not previously registered with management, Midtown Apartments reserves the right to cancel the entire reservation of the relevant guests, and no refunds or credits will be issued.

Please see the following PDF for our terms, conditions, and rates.



- **Is smoking allowed?**

Smoking within the apartments is strictly prohibited.

Failure to comply with this regulation will be penalized in the amount of any damage caused thereby, as well as an additional cleaning surcharge.

- **Can pets come?**

Pets may not enter the apartments.

Failure to comply with this regulation will be penalized in the amount of any damage caused thereby, as well as an additional cleaning surcharge.

- **Is there a safe?**

Yes, every apartment comes equipped with a safe, available to you at no extra cost.

- **Do you have parking?**

Yes, parking is available right in the building, but no parking reservations may be made in advance. If parking is available on the day of your arrival, we will assign you a spot. If you arrive after 6:00 pm and require parking, you are asked to inform us the day prior to your arrival. Then simply follow the instructions that appear in the PDF LATE CHECK-IN (with or without car).

- **Who can I call in case of emergency?**

For any kind of emergency between the hours of 9:00 am and 6:00 pm, please get in touch with our staff on-site; for emergencies that occur outside these normal hours, please dial the emergency telephone number provided in the apartment.



- **Who can I call in case of medical emergency?**

In your apartment you'll find a map indicating the nearest hospital, as well as a telephone number to dial if you require immediate medical attention, and you will be attended by medical personnel as soon as possible.

