

## TERMS AND CONDITIONS

When you are ready to make a booking please email or phone us to check availability. You will be required to fill in the booking form duly signed and returned with your deposit payment accepting our terms and conditions. It is condition that all bookings have adequate travel and personal accident insurance.

**Period of Rental:** The villa will be ready for occupation from 4pm on the day of arrival until 10am on the day of departure to allow the maid time to prepare the villa for the next arrivals.

**Booking deposit:** A non-refundable 20% deposit of the full cost of accommodation is required to secure your booking. Your reservation will be confirmed on payment of a deposit.

**Damage deposit:** A sum of £200 will be added to the final balance. This will be refunded once the villa manager has confirmed that no monies are due and the keys have been returned. Your cheque will be returned within 3 weeks of departure.

**Payment of balance:** The outstanding balance must be paid at least 8 weeks before the arrival date. Should the balance not be received, the owners reserve the right to deem the booking cancelled and re advertise. Any bookings made within 8 weeks of the arrival date must be paid in full. Confirmation of receipt of final payment will be supplied with travel information, key collection etc.

**Cancellation:** In whatever circumstances the deposit is non refundable. If the booking is cancelled in writing by the group leader more than 4 weeks before arrival then 50% of the balance paid only will be refunded. Cancellations less than 4 weeks before arrival will incur 100% of the total cost. We strongly recommend you take out insurance cover at the same time as booking the accommodation, which protects against holiday cancellation, medical expenses, travel delays etc.

**Public Liability:** The booking requires the lead client and all members of his or her group have taken out adequate personal travel insurance. The owners cannot be held responsible for failure to do so. The owners are not responsible or liable for any loss, damage, personal injury, or death of any persons named on the booking form or any other person that visits the property. The owners shall not be responsible for any loss or delay due to causes beyond their control including bad weather, cold weather, and any "force majeure". Compensation will not be paid when changes or cancellations occur as a result of war, civil strife, terrorism, strikes, industrial disruption, natural disaster, fire, technical problems or accidents with ports of transport, government action, changes in arrangements or facilities by accommodation or transport suppliers or other events beyond our control. The owners cannot be held responsible for any mechanical breakdowns of pumps, boilers, swimming pool systems etc or the failure of local utilities such as water or electricity. The owners cannot be held responsible for any noise or disturbance, which is beyond their control or originates outside the holiday villa.

**Cancellation by the owners:** In the very unlikely event that the owners have to cancel the booking then a full refund will be made with no liability for any consequential loss.

**Obligations:** Guests should treat the property with respect and leave it in a clean condition. Guests should ensure that all windows and doors are locked when leaving the villa.

**Complaints:** Should you need any help or have any problems during your stay, please contact our villa manager, Helen Parsons mobile number: 00351 916995354

**Jurisdiction:** Your signature on the booking form constitutes acceptance of a contract on these terms subject to English law and the jurisdiction of the English courts.