

Terms and Conditions

This contract is made on the terms of these booking conditions which are governed by English law and we both agree to submit to the jurisdiction of the English courts at all time.

Booking

A non-refundable deposit of 50% is required at the time of booking. The balance of all monies will become due two weeks before arrival. Should bookings be made two weeks of arrival then the full amount is required at the time of booking. If you do not pay the balance on time, then we reserve the right to cancel your booking without further notice and without prejudice to our claim for cancellation charges. The deposit will be forfeited and should you present a cheque to us which is not honoured by your bank an administration fee of £15 will be added onto your account.

Documentation

It is your responsibility to ensure all travel documents (Passports, Visas, Driving Licenses etc) and health requirements are valid and up to date for all members of your party.

Insurance

It is a condition of booking with us that you undertake to adequately insure yourself and all persons travelling with you. The Travel Insurance must include medical, accident; cancellation/curtailment and Personal Liability cover and the insurance policy must be in force for the period of the occupancy of your confirmed accommodation. We accept no responsibility whatsoever if you travel without insurance and furthermore you will be in breach of these Terms and Conditions. Neither the owners nor their local representatives can be held responsible for the theft of any personal belongings whilst on holiday. A safety deposit box has been provided, but no liability will be held by us for theft from it. All doors and windows must be secured whenever leaving the property.

Cancellations and changes made by you

Should you wish to cancel your booking then the following charges will apply from the date the cancellation notice is received by us in writing and signed by the lead passenger.

42 days or more prior to arrival - The deposits paid.

Between 41 days and 29 days prior to arrival 50% of total cost of holiday

Between 28 days and 15 days prior to arrival 75% of total cost of holiday

Within 14 days of arrival 100% of all holiday costs

Administration charge

An Administration charge of £15 will be made for an amendment to a confirmed booking plus the cost of any variation in the rental charge. If requested changes to arrival dates are not available and you subsequently cancel then cancellation charges as shown above will apply. We will endeavour to fill the vacancy on your behalf in order to give you a partial credit.

Cancellations by us

In the unlikely event of us cancelling your accommodation for whatever reason, we will send you a full and prompt refund. In financial terms we will not accept any further liabilities, nor will we accept further responsibilities or liabilities for any travel arrangements made by you. In addition we reserve the right at all times to cancel or terminate the booking completely if the conduct of any member of any party is considered likely to cause offence, danger, damage or distress to others. Our representative, where they consider the behaviour to be unacceptable, are authorised to

cancel the accommodation wherever and whenever necessary. Our responsibility will cease, and there will be no obligation to cover any expenses incurred by the party as a result of cancellation brought about in these circumstances. No claims will be accepted for refunds or compensation whatsoever.

Accommodation

Check in time will be AFTER 12.00 (12.00pm) local time. Check out times will be BEFORE 10.00 (10.00 am) local time (unless agreed in writing by us and subject to the cleaners schedule). If you are arriving late at night or are not taking up the accommodation until after the first day of the confirmed occupancy then it is important that we are advised. We cannot be held liable for any flight delays or delays to any other means of transportation that effect your holiday or the occupancy of the accommodation which has been booked through us. We will rely on the information that you send to us (by however means) and this will be forwarded to the agent representative, who will endeavour to meet you (free between the hours of 8am and 8pm local time, outside these hours there will be a charge of €40 paid locally). Failure to vacate the apartment could render you liable to extra costs should the apartment not be made available. Such costs as to administration and claims by other parties may be incurred and passed on to you.

Should more clients try to accommodate the property than is booked by us then the right is reserved to refuse permission to all members of your party. Should you or anyone in your party act or behave in a way to cause distress to other guests occupying the accommodation, owners or employees of the accommodation or cause wilful damage or neglect to the property, smoke in designated non-smoking areas or otherwise disregard local house rules we or the local agent representative reserve the right to immediately terminate your occupation. No refund will be given for the remaining unused element of your stay nor will we be responsible for the payment of alternative accommodation that you may need to find. We reserve the right, at our sole discretion, to refuse bookings to all-male or all-female parties. Please note that as Owners we cannot control the day to day running of the property, as an example, a swimming pool may be closed . Should you make a request such as a high or low floor, cot, high chair etc then please note that although we will endeavour to provide the request it is not a contractual obligation on our part and no compensation can be paid if the request is not provided.

It is very important to note that we, or our local agent representative, will not be responsible for any accident, mishap or personal injury however caused whilst accommodating the property or other facility supplied and likewise you should take all reasonable care and diligence to avoid such mishap or injury.

British residents are advised to apply for a European Health Insurance Card (EHIC) available at your local post office or www.dh.gov.uk before travelling and bring it with them. This entitles the holder to benefit from reciprocal health agreements, which exist between certain European countries.

You must agree that you are occupying the property for the purposes of a holiday only and for not more than the time period acknowledged in "The Booking" and confirmed to you in writing.

Complaints

In the unlikely event of a complaint this must be reported locally to the agent representative in order that the problem can be amicably resolved. If the problem is not resolved then the matter must be put in writing and forwarded to us together with any available supporting documentation/evidence within thirty days of your return home. We will then fully investigate the matter and keep you fully informed during this process. Neither the owner nor their local representatives shall have any liability for any complaint reported after the completion of the hire period.

What is included

The apartment rental includes the cost of water, electricity and maintenance of swimming pool, garden and all local taxes. A full inventory of the equipment and utensils, including linen and towels (not beach) is available within the apartment and you should immediately advise our local representative of any items that are not present. Please note: No items must be removed from the apartment during your stay and none of the towels are for use on the beach or by the pool area. The apartment rental price does NOT include any personal insurance, travel, transportation or airport to apartment transport.

Pets

Strictly NO Pets are allowed into the apartment. Anyone who takes a pet into the property is in breach of contract and the Owner of the property has the right to terminate the booking forthwith and to retain all monies paid by the Hirer.

No Smoking

We operate a strictly No Smoking policy inside the apartment.

Hirers' Obligations

The party leader must be 25 years or over when the booking is made. We reserve the right not to accept a booking depending on the make-up of the party. You must be authorised to make the booking on the basis of these Booking Conditions by all other members of the holiday party and take full responsibility for the proper conduct of the party. By making the booking, the party leader confirms that he/she is so authorised and that all other party members agree that the booking is subject to these Booking Conditions. The party leader is responsible for making all payments due to the owner.

Care must be taken of the property and it must be left by the hirer in a clean and tidy state and all furniture, equipment, utensils, etc. returned to the place in which it was found on entry. The owner and local agent representatives reserve the right to reasonable access during the period of hire. The hirer must report to the local agent any damage or breakages that occur during their stay and appropriate charge will be made for repair or replacement.

You and your party will properly supervise at all times any infants or minors who will occupy the property with the you or be invited into the property by you or any other adult in the your party and shall also ensure that no member of the party engages in any activity in or around the swimming pool, building or grounds which may cause offence to neighbours or pollution to the water or damage to the structure or filtration equipment, this includes unacceptable anti-social behaviour. Also, to ensure that all rubbish is placed in the communal dustbins at roadsides.

Owners Obligations

Neither we nor the local representative can be held responsible for any circumstances beyond their control including, but not limited to, mechanical breakdown, illness or failure of any public service supply. The hirer responsible for booking undertakes that no person will suffer anything to be done which would endanger the policy of the apartment owner's insurers in respect of the apartment and its contents which might make the same void or voidable.

Damage to Apartment

Except in the case of normal wear and tear the hirer will be responsible for making good any damage to the apartment, or its contents, which has occurred whilst there due to accidental damage, negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment, or their guests. Such damage must be reported, without delay, to our representative, or directly to the owners. The cost of the repair or replacement must be agreed with and paid for. A figure of £250 is held against damage to the property, furnishings or for excessive cleaning

requirements. A cheque will be raised and sent within 14 days if no damage, excessive cleaning, etc has occurred.

Cleaning & Inventory

The apartment is fully equipped, sheets and bed linen included and will be prepared and checked for your arrival. Please report any breakages, damage etc IMMEDIATELY to our local agent representatives. We cannot deal with any disputed items on your return if they have not been reported during your holiday.

Amenities

The use of amenities provided by the owners is entirely at the hirer's and his/her parties risk and no responsibility can be accepted for any injuries to persons or loss or damage to any belongings of persons who use them. The owner accepts no liability for loss of or damage to the hirers' possessions on the owner's property or land.

Keys

Detailed instructions for key collection and directions to the apartment will be sent immediately after receipt of the final payment.

Rights of Access

The local representative or their subcontractors have the right of access to the property at any time with due regard to the convenience of the hirer for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Information

All information supplied by the owner or their local representatives are given in good faith and are based upon information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made, but the owner or their local representatives are not liable for any variation however caused.

Force Majeure

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Conditions of Hire 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with due care, foresee or avoid. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, technical problems, with transportation, closures of ports and ferries, quarantine, epidemics, weather conditions, government action or other events outside our control.

Cooling Off Period

We appreciate that you may not have had sight of these Booking Conditions until after you have made a booking with us and therefore we allow you the opportunity to decline acceptance of these conditions by writing to us and provided that we receive this within seven days of the date shown on our Confirmation & Invoice we will cancel all arrangements made and return all monies paid. Thereafter it is agreed that you accept and are bound by these Terms and Booking Conditions in full. We regret this Cooling Off period cannot apply to bookings made within fourteen days of departure.

Your statutory rights are not affected by anything contained within these booking conditions