

## Booking Conditions

After making a reservation you must complete the booking form, duly signed by the first named person in the party. The party leader must be over 18 years of age and authorised by all members of the party listed to accept the conditions of booking on their behalf. Once the booking form is received the booking will be confirmed in writing, please check the details carefully to ensure they are correct notifying any changes immediately. Due to state fire regulations the maximum capacity of the villa must not be exceeded. After you have received the confirmation we have a binding contract, English law governs all matters arising from it.

### Villa occupancy

The villa will be available for your occupancy at 4 pm on the first day of your confirmed rental period. You are expected to vacate the villa by 10 am on the last day of your confirmed rental period.

### Payment

A £150 per week deposit is required on booking and is non refundable. The balance and security deposit is due 8 weeks prior to departure. If you book less than 8 weeks before departure the full balance is due immediately.

### Security deposit

You are required to pay £150 in case of breakage, loss or damage to the villa during your stay. This will be refunded 14 days after you return from holiday subject to there being no damage to the home or its contents.

### Cancellations

Should it become necessary to cancel the booking the cancellation must be made by the party leader. The cancellation will become effective from the date the letter is received. Cancellations are subject to charge detailed below as a percentage of the total amount due dependent on the time you cancel.

|                   |              |
|-------------------|--------------|
| More than 56 days | Deposit only |
| 56 to 0 days      | 100%         |

### Force majeure

Unfortunately we cannot be held responsible nor accept liability where we are prevented from delivering our contractual obligations by "force majeure". These include but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes and other industrial disputes, natural disasters, fire, acts of God, terrorist activities, weather conditions, government action or other events outside our control. Your travel insurance may cover you in some of these events.

### Travel Insurance

It is vital that you have adequate travel insurance for all members of your party to safeguard you from loss should it become necessary to cancel your holiday for an insurable reason.

### In case of complaint

Whilst it is unlikely that you should have a complaint concerning your booking, things do occasionally go wrong. In case of complaint you must inform the local management company immediately. If you are not satisfied with the solution please make this known in writing. We will not accept liability for any complaints not reported to the management company during your stay. Should the complaint be unresolved when you leave please put your complaint in writing to us within 10 days of your arrival back to the UK No liability will be accepted if the complaint is not received in writing within this period.