



# Property Rental

## Booking Conditions

Please read these conditions very carefully as they form part of your rental agreement. The Party Leader accepts these conditions on behalf of all members of their party. Only persons named on the booking form are entitled to use the property. Your signature on the Booking Form shall be taken as your and your Party's acceptance of all of the following conditions. Please do not hesitate to contact us for clarification before you sign the Booking Form if you require any assistance.

### How to Book

Once you have selected your rental property, please telephone, email or fax us, to confirm availability. If the property you have selected is still available, we can place a provisional booking for you and hold the property for 7 days, or until we receive your signed Booking Form and 50% deposit. You can either download the booking form from our website or we can email or fax it to you. If your deposit is not received within 7 days, we will assume you no longer require the property and will cancel your provisional booking.

Your reservation will be confirmed on receipt of your completed and signed Booking Form together with any deposits due. You will be sent a receipt within 7 days after we have received your payment. (If you require a V.A.T./I.V.A. invoice, you will be charged an additional 16% taxation fee).

Prior permission by the property owner may be required for all male/female parties or parties of guests who are under the age of 21 or any pets you want to bring with you.

### Late Bookings

Late bookings are those made within 8 weeks or less of your arrival date. For all late bookings we must receive a completed and signed Booking Form together with your payment in full, within 3 days of your order by telephone, fax or email.

### Security Deposit

All properties are subject to a security deposit which must be paid, in full, before or on the day of your arrival. Deposits vary, so please check the property information for clarification.

### Payment of the Balance

Payment in full is due 8 weeks prior to your booking date. The Party Leader must notify us of any additions or alterations to the Booking Form, in writing if changes need to be made. Payment for any additional services should be made, in cash, upon your arrival.

### Currency

All currencies are quoted and must be paid in Euros

### Accommodation Voucher

Once your booking form is approved and your deposit payment has been received we will send you an Accommodation Voucher, directions of how to reach the property/our office, useful contact information and details of the balance payment due.

### Booking Cancellation

All cancellations are based upon the date on which we receive written notification of a cancellation by you for any part of your booking, or, the booking being cancelled by us, due to non-payment by you.

#### *Refund to you*

8 weeks or more before your arrival date	30% of any monies paid
Between 4 and 8 weeks of your arrival date	20% refund of any monies paid
Between 0 and 4 weeks of your arrival date	No refund given

The above cancellation charges apply to the property rental only. Cancellation charges for your personal travel arrangements will depend on the travel agency you booked with. It is the Party Leader's responsibility to ensure everyone has valid passports for their trip.

The Party Leader is strongly advised to take out adequate holiday insurance to cover cancellation, accident, illness, damage or loss.



### **Check-in / Check-out**

A representative will meet you at the property or our office on your arrival. Check-in is between 15:00hrs and 19:00hrs. For arrivals after 19:00hrs you will be charged an extra 20 Euros per hour, for every hour the representative has to wait for you. If you are unable to arrive between these times, you must let us know as soon as possible. We are unable to guarantee you access if your arrival time is after 22:30hrs.

You must vacate the property by 11:00hrs on the date of your departure. Our representative will meet you at the property between 09:00 and 11:00. Your security deposit will be returned, less any additional deductions incurred, at the time of your departure.

### **Cleaning**

The property will be cleaned prior to your arrival, but should you require a daily maid service or an additional weekly clean, this must be requested prior to the commencement of your holiday. Although the property will be cleaned after your departure, it must still be left in an orderly state and all kitchen utensils should be washed. Should the property require extensive cleaning, then we reserve the right to withhold any monies from the security deposit, to pay for this.

#### *Additional Cleaning Fees*

Property Group 1	70 Euros per clean
Property Group 2	90 Euros per clean
Property Group 3	120 Euros per clean
Property Group 4	200 Euros per clean

### **Bed linen**

Clean bed linen, towels and t.towels will be available on your arrival at no extra charge. If you require clean linen for each week of your stay, please remember to add this to your booking form. Payment for additional linen should be made in cash, upon your arrival. Please note; bathroom towels are not to be used for the pool or beach.

### **Maid/Cleaning Service**

This is available as an additional service, please see the booking form.

### **Gardener/Pool Cleaner**

Please be advised that during the summer period it may be necessary for the gardener or pool cleaner to attend the property more than once per week (sometimes daily) to maintain a high quality of service.

### **Electricity, water and gas**

All electricity, gas and water are included in the rental price of your property.

Please be advised that circuit breakers are installed in Spain which can cut off the supply of electricity if too many appliances are used at once. Please note: Coveta Fuma and the surrounding areas are rural and can be subject to intermittent, short term power cuts.

*Please remember to be environmentally conscious when using electricity, gas and water.*

### **Additional Services**

Please see the Booking Form for a list of additional services available. If you wish for an additional service, not listed, please let us know. If you wish to cancel or amend any of the additional services that you have booked, please do so at least 15 days before the first day of your rental by telephone, fax or by email. Failure to do so will result in cancellation / amendment charges being applied.

### **Party Responsibilities**

The party must treat the property, its furniture, fittings, fixtures and other facilities with respect and upon departure, the property should be left in the same condition of cleanliness and repair as found upon arrival. Any loss or damage must be reported immediately to your representative. The applicant must make good or pay for any loss, damage or breakages. We reserve the right to withhold any monies from the security deposit to pay for any loss or damage caused to the property or its contents by any member of the public. All manuals/instructions for appliances, air conditioners and special conditions must be fully understood before using. Please note and abide by any notices or community rules of a complex into which you are a visitor.



### **Problems**

The Party Leader is hereby made aware that there may be other homes/buildings under construction in the area. We will not accept liability for complaints arising from any such constructions or local maintenance repairs. The Owner, Management Company or their Agent will not be liable for any loss or delay caused by conditions over which they have no control. The Owner, Management Company or their Agent will not be liable for any loss due to noise or disturbance from anywhere within the vicinity of the rental property.

### **Safety**

Children must be supervised by an adult in the pool area at all times. Glass and breakable crockery must not be taken into the pool or surrounding patio areas.

### **Web Page / Advertising Information**

The utmost care has been taken to provide accurate information on our advertised properties. However, proprietors do sometimes make changes and all references to the condition of the property or services must not be taken as statements of fact, but as statements of opinion.

### **Responsibility of the Company**

All due care and attention has been given to making your holiday arrangements, but, since we do not personally own the properties, we cannot accept responsibility for the breakdown of the water, gas and electricity supply, telephone, quality of roads, scorched lawns due to excessive sun, or the failure of swimming pool filter systems. Although we will make every endeavour to rectify and solve any problems as soon as possible, we have no legal responsibility to compensate you for any personal injury, death, burglary, loss or damage of whatever nature suffered by you or by any member of your party.

### **Complaints**

Should you have any complaints during your stay you should contact us immediately. You will find relevant telephone numbers on your Accommodation Voucher.

### **Size of Party/Maximum Occupancy**

Property owners or your representative reserve the right to refuse admittance if the number of persons arriving exceeds the number on the Booking Form or the maximum number the property can sleep, as set out in the relevant property advertising description, except in the case of infants under 2 years old in a cot. The cot has to be requested on the booking form, at the time of booking. Caravans and tents are not permitted on the property under any circumstances. Should our representative discover any additional occupants, clients will be asked to vacate the property immediately and no refund of the rental charge will be given.

### **Pets**

No pets are allowed unless specifically requested in advance and prior permission is given by the property owner.

### **Alteration and Cancellation by the Company**

Although it is highly unlikely that we will have to make any changes to confirmed arrangements, it does occasionally happen, and we advise our clients at the earliest date possible. If for any reason beyond our control we are unable to provide you with the property you have booked, we reserve the right to transfer you to a similar property. If the cost is less than your original booking then you will receive a refund. If, however, the cost is more, then, upon your acceptance, you will have to pay the difference. However, if this is not possible or you do not wish to be transferred, we will cancel the booking and refund the full amount paid to us for the property, but we shall not, in such circumstances, be liable for any compensation, damages, and cancellation charges for travel or other arrangements whatsoever.