

## Accommodation Booking Terms and Conditions

### 1. Making your booking

When you book the Property with us you should return the completed Booking Form to us together with your payment for the Initial Deposit.

Once the completed Booking Form and the Initial Deposit have been received and accepted by us, we will issue you confirmation of booking. The contract between us will only be formed when we send you our confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our confirmation. If we do this, we will promptly refund any money you have paid to us.

### 2. Paying for your booking

A non-refundable 25% deposit is required at the time of booking. You are required to send to us your payment for the balance of the Rental and the refundable Security Deposit at least 6 weeks prior to the Arrival Date as set out in our confirmation. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

We (or reception of resort) will hold the Security Deposit to be applied against repair and/or replacement of the property, furnishings, fixtures and fittings. We will return the Security Deposit to you within 14 days of the return of the keys to us, less any deductions in accordance with the conditions listed above.

### 3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our confirmation as soon as possible.

In the event of a cancellation, we apply the following charges:

- With more than 6 weeks before the start of the holiday, any deposit made is forfeited
- Between 6 weeks and 4 weeks, 50% of the accommodation cost
- Between 4 weeks and 15 days, 75% of the accommodation cost
- Between 14 days and 1 day, 100% of the accommodation cost

### 4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

### 5. Your accommodation/arrival

You can arrive at your accommodation after **16:00 hours** on the Arrival Date of your holiday and you must leave by **10:00am** on the Departure Date. At your arrival to the airport you need to contact our representative to confirm estimated arrival time to the property. If your arrival to the airport will be delayed, you must contact the representative whose details are given on our booking confirmation so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the contact of your anticipated late arrival we may treat the booking as having been cancelled by you. Please note that arrivals after 19:00 hours in some properties are subject to additional charge of 40€. In these cases it will be identified on your booking form.

## 6. Your obligations

You agree to comply with the Regulations set out in these terms and conditions and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party. You should respect the house rules of the accommodation and the complex of which it is part.

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, bedding, towels in good condition.

You agree not to cause any damage to the walls, doors or windows of the Property, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties. Any breakages or damages should be reported as soon as they occur, so they can be rectified prior to the arrival of the next clients. **Cigarette burns on furniture will be charged at full replacement cost.**

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs or cleaning. You can check with us what type of cleaning is included in your reservation. The cleaner's duty is to generally tidy up and change towels and bed linen. However she is not expected to do the washing up, etc.

## 7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.