

## BOOKING CONDITIONS

Villa Retreats act as agents only for owners of individual villas or their appointed management companies.

**Prices** shown on our website are in £ sterling are correct at the time of being entered (although still subject to errors & omissions) and are subject to surcharge only as a result of government action, such as the imposition of VAT or other taxes. The right is reserved to revise prices at any time and these will become effective immediately for all bookings taken after the website is updated. No price increases will apply once full payment has been received. Prices are normally based on weekly durations and are calculated from your arrival date. When the duration of your stay crosses into another season, your price will be calculated on a pro-rata basis.

**Booking Form** agreeing to the Villa Retreats terms and conditions must be completed and signed by the first named person on behalf of all those named. This should be returned with the full deposit of 30% payable. Your booking will be confirmed on receipt of your deposit. \*Please note a higher deposit may be required depending on specific property. Please request information at time of booking.

**Your Loss or Damage Deposit** is a compulsory component of your holiday to protect the owners and/or management companies of villas/apartments against loss and/or damage pertaining to fixtures, fittings and possessions. The key deposit is due two weeks prior to your arrival at the villa and is payable by cheque or by credit card or by bank transfer for £1000 or as specified depending on the individual property. Villa/apartment inventories should be checked on arrival and any necessary deductions from deposits agreed with the local manager. The owner/management company will release key deposits within a week of you returning home, subject to there being no outstanding claim.

**Your Balance** of payments is due 12 weeks prior to commencement of rental. Unless previously agreed, non-payment by this time may result in cancellation and loss of deposit. Directions to your rental property will normally be despatched 2 weeks before departure. Accommodation is reserved exclusively for those persons named on the confirmation/invoice. No other persons are permitted to stay in the villa/apartment without the written permission of Villa Retreats and the receipt of appropriate payments. Over occupancy can result in penalty charges and may be in contravention of local legislation.

**Rental Duration** prices in this programme are based on a 7 night stay unless otherwise stated. Other durations will be considered subject to availability and season. Start days for rentals vary from location to location - please check at time of reservation/enquiry.

**Arrival at your Accommodation** - the villa/apartment will normally be **available after 16:00** on the day of arrival and, to ensure the accommodation can be prepared for new guests, must be vacated **no later than 10:00** on the day of departure. All possible will be done to assist with arrival/departure arrangements outside these times but, since the convenience of *all* our customers is our concern, we reserve the right to impose supplementary charges if the property is not vacated by the time stated.

**Amendments** to bookings, e.g., name or date changes, additional persons, etc. after written confirmation has been issued, are subject to an amendment fee of £30, plus any difference in seasonal cost if the arrival date has been changed.

**Cancellations** - your booking is subject to the following scale of cancellation charges:

Cancellation Date Prior to Arrival	Cancellation Charge
More than 84 Days prior to arrival	Loss of Deposit paid
84 – 45 Days prior to arrival	50% of the villa rental fee
44 – 31 Days prior to arrival	75% of the villa rental fee

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**30 - 15 Days prior to arrival**

90% of the villa rental fee

**14 Days or less prior to arrival**

100% of the villa rental fee

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Cancellation must be confirmed in writing and signed by the person who signed the booking form. Should the full period of rental which has been paid for not be utilised due to late arrival or early departure, we regret no refund is possible. \*Please note charges may differ depending on specific property. Please request information at time of booking.

**Passports/ Visas** - Villa Retreats or its associated companies cannot accept responsibility for failure to carry valid passports, visas, licences or other necessary documentation.

**Force Majeure** - except where expressly stated in these booking conditions Villa Retreats cannot accept any liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason of circumstances amounting to *force majeure*. In these booking conditions *force majeure* means any event which we, or the supplier of the service(s) in question could not, even with all due care and attention, avoid. Such events may include war or threat of war, civil strife, natural or nuclear disaster, industrial dispute, terrorist activity, fire, adverse weather conditions, unforeseen local building/roadworks, unavoidable technical problems with transport and all similar circumstances beyond our control. Whilst we do not exclude or limit our liability for loss or damage sustained by clients as a result of negligence by our employees or agents, this cannot extend to actions/omissions by the property owner over whom we have no direct control. Nevertheless, we will offer all reasonable assistance in the settlement of any dispute which may arise.

**Complaints** - whilst we endeavour to make sure that you enjoy your holiday, sometimes things go wrong. If you have a problem or query during your holiday, please bring it to the attention of our local management company immediately so that they have an opportunity to put it right at the time. If no local management company is available in that area, please contact our UK office direct. If your complaint cannot be completely resolved locally, you must inform our management company and follow this up within 28 days of your return home by writing to our UK office. If you fail to follow this procedure, we cannot accept responsibility for any claim, as we will have been deprived of the opportunity to investigate and rectify the problem.

**Website Accuracy** - we take great care to ensure the accuracy of information included on our website, however, there may be times when facilities, which are not under our direct control, may not be available. We will endeavour to inform you of any such changes in advance, although these will not in themselves entitle you to cancel your reservation without penalty. Villa Retreats acts as agent for the owners or management companies of the villas/apartments featured on this website and whilst we lay down our own minimum standards of furnishing, decoration and maintenance, we cannot guarantee that any particular feature will be available.

**Photographs** are intended to give an overall impression of individual villas or resorts. The company does not accept any responsibility for items of furniture, etc. which appear in photographs but may have been changed or removed, nor for any changes to aspects or views since photographs were taken or descriptions compiled.

**Our Commitment to You** - we plan our holiday portfolio months in advance and occasionally properties are withdrawn by owners or other circumstances make them unavailable/unsuitable for rental. Fortunately this is a very rare occurrence but we will advise you as soon as possible and always endeavour to offer an alternative property of an equal or higher standard if we are forced to make changes to your holiday plans due to circumstances outside our control.

**Building work** and resulting disturbance from sites close to any properties featured in our programme may occur at any time during the year. Some resorts are continuing their development and local works may be taking place or may be planned. Where we are aware in advance that such works are likely to occur during your holiday and may in our opinion significantly affect your enjoyment, we will advise you. We will endeavour to offer you alternative villa accommodation (with you paying or receiving a refund in respect of any price difference) or if we are unable to offer you similar accommodation, we will refund all monies paid for your villa/apartment (excluding any amendment charges or any

ancillary costs such as flights or car-hire). Villa Retreats has no control over building work and, due to its often intermittent nature, is not always aware when it may commence. Should building work commence during your stay, we regret we cannot accept any responsibility or liability, however, you should contact our management company in resort, who will endeavour to find alternative accommodation.

**swimming Pools** - most villas enjoy private swimming pools. Please take great care by the pool area, especially if under the influence of alcohol, as accidents may occur. We recommend that you do not dive into the swimming pool or use while under the influence of alcohol. Children must be supervised in the swimming pool and surrounding areas at all times. Pool heating, (where available) must be requested at time of booking: this will be subject to an additional charge payable locally to our management company. Failure to pay in resort will result in a deduction from your key deposit.

**Data Protection** we will keep all personal information concerning you up to date and use this to supply services to you. The personal information will not be disclosed to a third party apart from our own associated companies without your express authority save where disclosure is reasonably required for business purposes - for example to any courier company used to deliver your travel documents. We will not sell trade or rent your personal information to others.

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