

Casa Amanda

TERMS AND CONDITIONS

Please note. All bookings are made in accordance with the terms and conditions set out below.

Payment terms

We require a deposit of 30% of the total rental cost. The balance of the payment is due 10 weeks before the start of your holiday.

If you book 10 weeks or less before the start of your holiday, then payment is due immediately in full.

Payments can be made by cheque made payable to 'Mr P Barnes' or 'Mrs A Barnes', by Payment Transfer or by cash. Once the deposit has been received, the booking is confirmed.

The full balance of the total holiday cost is payable not later than ten weeks before the holiday begins.

If the full balance is not paid on time, The owners reserve the right to cancel the holiday booking in which case the deposit will be forfeit.

Bond Deposit

There is an additional £200 or €250 bond payment required at the same time as the total balance payment. The bond is refundable within two weeks of your return home, provided the keys have been returned and the property is left in a clean, tidy, and damage free state. (See Responsibility of visitor below). A separate cheque from the balance total is required.

Included within the rental

The holiday rental cost includes water, electricity, gas and use of swimming pool/gardens (if applicable). Also included are all household utensils and equipment as well as all bed and bathroom linen.

Please note: Guests should bring their own beach towels.

Not included within the rental

The cost of your holiday does not include any of the following:

Flights

Flights to/from the holiday destination

Travel / Transportation costs

Airport transfers, travel or transportation costs to/from the airport.

Insurance

We strongly recommend that you take out adequate travel/cancellation/medical insurance to cover you for the entire duration of your holiday.

General terms and conditions

Arrival and Departure Times

The rental period commences at 16.00 on day of arrival and terminates at 10.00 on day of departure. Booking periods run from Saturday to Saturday. However, we do try to be as flexible as possible and allow access as soon as the property has been cleaned and prepared.

Arrival Instructions

Regarding collection of keys and directions to the property full details will be issued after final payment is received.

Joint bookings

Where two parties join forces to take a holiday, the booking should be made in one name only, that person (the visitor) is to be responsible for all payments and any damage.

Personal injury and loss of visitor property

The owners cannot be held responsible during the holiday rental period howsoever arising for:

Loss, theft or damage to property belonging to the tenants.

Death or injury to the tenants.

Any impediment caused to full enjoyment of the property and facilities resulting

from force majeure, storms, fire, accident, warfare, strikes, governmental or administrative decisions etc.

Thefts, Loss or Damage.

All our properties are in safe residential areas, however should you be experiencing a theft, loss, or damage to any of your personal property you are advised to inform the local police immediately. Please request a written report, which should enable you to claim against your travel insurance.

Access Rights

At any time, the owners or their contractors/representatives must be given access to the property with due regard to the Visitor, for the purpose of inspection and to carry out to essential/maintenance repairs.

In the event of the property being offered for sale, the occupier agrees to allow the owner or agent to inspect the property with prospective purchasers during reasonable hours by appointment.

Responsibility of visitor

During the letting, the visitor must look after the property and behave in a civic manner. If these conditions are not complied with the owners reserve the right to cancel the contract.

The visitor is responsible for taking all reasonable care of the property and its contents, including the pool. For this reason travel insurance must provide adequate personal liability cover. The property will be inspected after guests depart and guests will be notified of any damages, breakage's or missing items for which they are responsible. The cost of damages, breakage's and missing items (based at the owner's discretion on the cost of repair or actual cost of replacement) will be deducted from the deposit. In the event that the cost of damages exceeds the bond you will be liable for this excess and will be invoiced accordingly. If however the guest replaces the item exactly or as near as possible to the damaged item then no cost will be incurred at the discretion of the owner/owners.

Casa Amanda

The property and all equipment, utensils, furniture etc must be left clean and tidy at the end of the hire period.
The Visitor shall ensure that no member of the party engages in any activity in or around the swimming pool (if applicable) which may cause pollution to the water or damage the structure, or filtration equipment.
All rubbish is to be disposed of in local dustbins.

All equipment supplied such as barbecue equipment must be cleaned and left in the manner in which it was found.

When the contract is finished, the visitor will return to the owners the keys of the property and will be expected to leave the property in the same condition as in which it was received. If at the end of the contract period the property is left below the standard of which it was received, the owners will penalise the visitor by charging for a cleaning service.

In the unlikely event the visitor will not leave the property when the contract is finished, the owners are authorised to take possession of the property and for every day after the contract term, the visitor will be forced to pay double the normal rental charges.

Pets

Pets are not usually permitted in the rental property, except in extreme circumstances, which must be authorised by the owners. The visitor will be responsible for any damage caused by the pets.

Hire of equipment

If you are travelling with young children, we could provide you with the hire of cots, high chairs and pushchairs etc. Please contact us with your requirements.

Occupancy

Only persons named on the Booking Form may occupy the property. The property cannot be re-let or sub let to any other group/party.

Complaints

Breakdowns, defects and other difficulties must be reported immediately and will be remedied as soon, as is reasonably possible. In the event that an electrical appliance breaks down every reasonable endeavour will be made to repair, replace or hire an alternative.
Our aim is to provide all of the necessary elements to ensure your holiday enjoyment and satisfaction. Therefore, if something goes wrong then we want to know about it.

Noise and Disturbance

It should be understood that Spanish Coastal Resorts, like all other popular holiday areas, could be quite noisy at times - especially during the busy season. Clients particularly affected by noise should pay special attention to the location of their holiday property.

In the case of complaints about noisy neighbours, building sites etc the Municipal Authorities shall have jurisdiction, as our only remedy is relocation in another property - if available.

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, civil commotion's or strife, hostilities, strikes or other industrial disputes, natural disasters, fires, acts of God, terrorist activities, technical problems, with transportation, closures of port and ferries, quarantine, epidemics, weather conditions, government actions or other events outside our control. In all such instances we advise you to contact your holiday insurance.

Alterations

We reserve the right that if for any reason out of our control, the accommodation booked by you cannot be provided; we will use all reasonable effort to offer the best possible alternatives, unless you wish us to make a complete refund to you. Our liability can in no circumstance exceed the total amount paid to us.

Complaints Procedure

In the unlikely event that you have reason to complain about any aspect of our properties or their services, the complaint should in the first instance be directed immediately to the local property management / agent. You will find the telephone number or address in your villa. This will enable us to put things right quickly. If the matter remains unresolved to your satisfaction, we ask you to write to us within seven days of your departure, giving us full details of your experience. If the above procedure is not followed, liability will not be accepted. In the event of any legal dispute or claims for compensation, these will be dealt with under Spanish law.

Cancellation of Property Hire

In the unlikely event that a property becomes unavailable due to circumstances beyond the control of the owners, then the visitor will be offered alternative accommodation or a full refund. Any refund is restricted to the property hire cost. In the event that no suitable accommodation can be offered then a full refund of the villa rental will be refunded.

The agent will not be responsible for alternative accommodation or any other cost when tenants arrive after hours.

Alterations.

We will always do our best to help you with any necessary change of plans. However any alteration after your booking has been confirmed, will incur administration charges of £25.00 per change. In case of a reduction in the rental price due to change of dates, we regret the change in booking fee from the original booking cannot be refunded. Any changes that fall within the ten-week period of your date of arrival, and where we are unable to accommodate those changes, will be consider as having been cancelled by you.

Cancellations

In case of cancellation by the client the following conditions will apply.

NUMBER OF WEEKS BEFORE ARRIVAL DATE
PROPORTION OF TOTAL PAID TO BE REFUNDED

10 Weeks	6- 8 Weeks	6 Weeks or less
70%	50%	0%

Payment of deposit constitutes acceptance of our terms and conditions.