

## Terms and Conditions

### **1. Booking Conditions**

A non-refundable deposit of £100 / €134 per week is required to secure your booking; this is to be sent with the completed booking form.

The balance of your holiday booking will then become payable 8 weeks before departure, if payment is not received on or by this date we reserve the right to cancel your booking with loss of deposit or at our discretion charge an administration fee for the continuation of the booking. If the booking is under 8 weeks before departure, then full payment is due. UK Cheques are accepted.

The booking is not accepted until acknowledged in writing by us.

All correspondence and documents will be sent to the party leader as detailed on the booking form who is responsible to us for all payments in respect of the booking and for ensuring that members of the party are kept informed of details affecting their arrangements.

Arrival details, directions, maps, will be sent to you two (2) weeks prior to your arrival date at our villa, providing final payment has been received and cleared.

Maximum number of guests is 5 (five) persons.

### **2. Minimum Stay**

Bookings are only accepted for a minimum of 3 nights in low season and a minimum of 7 nights in high season.

### **3. Security Deposit**

It is a condition of any booking that you are responsible for any and all damage to the property or its contents during your stay, and that you agree to pay for any such damage including all legal and professional fees required to recover the monies owed. The amount of the Security Deposit does not limit your liability. A Security deposit of £100/€134 per week is to be paid, it will only be returned when our representatives have confirmed that everything is satisfactory.

### **4. Arrival/Departure**

Details of key collection will be given two (2) weeks prior to arrival. The keys are the responsibility of the guest and a charge will be made for lost keys. The rental commences at 4pm on the day of arrival and ceases at 10am on the day of departure with no exceptions so the cleaners have sufficient time to clean before the next guests arrive. You will be charged at an hourly rate based on the booking price if you go over the allotted time until 4pm, after 4pm you will be charged a further night's rental without the right to stay in the property.

### **5. Cleaning**

The property will be cleaned prior to your arrival and after you have departed. 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 the owners or their representatives reserve the right to withhold any monies from the security deposit to pay for the extra cleaning.

### **6. Force Majeure**

The homeowners & their representatives cannot accept, be responsible for or be liable in respect of loss, damage or changes caused by force majeure. For example but not limited to, strikes, war, acts of terrorism, floods, hurricanes, closure of airports, weather conditions or other events beyond our control.

### **7. Use of the Apartment**

Only the persons named on the booking form are allowed to use the apartment and facilities at Al Andalus Thalassa unless agreed with the owners in advance. The representatives may evict any persons not authorised to stay in the property. Such action will not entitle the client or any of their party to a refund of any monies. We request that our guests respect other apartment's guests and as such do not create a disturbance of any kind or partake in any illegal actions. If such is reported we or our representatives have the right to evict the guests.

We would like to remind you that for the enjoyment of future guests that this is strictly a NO SMOKING, NO PETS apartment.

### **8. Quiet time or Siesta**

Please see the rule taken from the internal regulations for the community of owners:

**Article 11. - The development of activities that produce noise and bother to other neighbours is prohibited between 12.00 pm and 10.00 am. They are also forbidden between 15.00 pm and 17.00 pm, as these hours are set aside for the rest and relaxation of the inhabitants of the Community.**

### **9. Safety**

Use of the pool is at your own risk. No diving permitted and guests are specifically requested not to allow unsupervised children to use the pool areas at any time. Guest must exercise care on wet surfaces and are requested not to enter the apartment when wet. No glass or food should be taken into the pool area. The owners or their agents cannot accept liability for any personal injury, death or loss of personal belongings within the property. We strongly advise guests to get appropriate holiday and medical insurance with a reputable insurance company/agent.

## **10. Cancellations**

In the event that you cancel your booking the following charges will apply:

<b>Period before departure</b>	<b>Charge</b>
More than 8 weeks	Loss of deposit
Less than 8 weeks	100% of rental cost

The person who has made the booking must confirm all cancellations in writing. We will gladly provide proof of payment of a booking for the purpose of an insurance claim. It is strongly recommended that all guests take an 'All risk' insurance cover.

Any changes to a booking, once the form that has been received, will incur a £10 / €13.00 admin charge.

In the unlikely event that we have to cancel your booking due to circumstances beyond our control we will endeavour to find suitable accommodation, should you choose not to take the alternative offered we will refund only the monies paid for your booking, no other compensation will be paid.

## **11. Liability**

Please bear in mind that this apartment is situated on developments which consist of both residential and vacation homes, therefore the homeowners and their representative(s) cannot be held responsible for any on going construction, alterations to existing houses or any noise or nuisance as a result thereof on or around the housing development. In the unfortunate circumstance where there is a breakdown of an appliance repair time will be dependant on the service contractor, the owners can not be held responsible for these delays and no monies will be refunded for loss of service.

The owners will not accept liability for loss of main services, such as but not limited to electricity or water supplies.

## **12. Climate**

The applicant is hereby made aware that, as Spain has a Mediterranean climate, it is the home of many insects etc. Our home is treated on a regular basis to repel such unwanted visitors, but inevitably they will occasionally find their way inside the property. They are best eradicated by spraying with an appropriate product. The problem with these unwanted guests is greatly reduced if food and crumbs are not left on worktops, tables, floors.

## **13. Other**

The owners and representatives reserve the right to enter the premises at any reasonable time to inspect premises or to carry out repairs. (If such repairs are necessary all reasonable measures will be taken not to inconvenience or trouble the rentee/guests).

We reserve the right to cancel a booking if such repairs or work is to be carried out in this rental period if it is in the interest of Health & Safety of the public. In this event we will return all monies or part of if in residence (but without interest or compensation) or at the option of the clients and subject to availability will offer alternative premises of comparison standard. The client will be informed as soon as possible.

## **14. Problems**

Any complaints relating to the property must be made in writing to the owner or representative within 24 hours of any problem arising, who will endeavour to put things right. Unless there is a valid reason, we will not consider the owner or representatives liable for any complaint that was not initially registered with the Spanish representative during your stay.

## **PLEASE NOTE**

**This contract covers accommodation only. It does not include flights, insurance, car-hire, or food.**

**The signing of the booking form or completion of the on-line booking form constitutes acceptance of these terms & conditions by the client.**

**This contract is governed by and shall be interpreted in accordance with English law**