

TERMS AND CONDITIONS OF BOOKING

APARTMENT TENANCY

You may take over your property from 1600 hours and we ask you to vacate at 1000 hours to allow the apartment to be cleaned for the incoming clients. Failure to vacate by 10am on the last day of your stay may result in a deduction from your deposit.

MAID SERVICE

Bed linen and towels are provided to each guest and the property will be prepared for your arrival. Your rental includes gas, water, electricity. Excessive use of gas or electricity of more than 50 units per week for each may result in a deduction from your deposit. A compulsory weekly linen change/maid service is provided on Saturdays, the apartment should be vacated from 11am until 2pm each Saturday to allow this to take place.

OUR OBLIGATION TO YOU

ALTERATIONS

In the unlikely instance of us having to alter your holiday due to circumstances beyond our control we reserve the right to do so. We recognise that our reputation is dependent on our providing smooth running and problem free arrangements for your stay in our apartment and every effort will be made to keep any resultant disruption to an absolute minimum. If the property you have rented is withdrawn from our programme for whatever reason, we will refund the cost of the flat rental. We will not be responsible for costs of flights and car hire that may have been booked in conjunction with the reservation.

CANCELLATION BY US

We reserve the right to cancel your booking. We will only do so however, after the final balance falls due, where either you default in payment in whole or in part, or we are forced to do so as a result of circumstances outside our control, including, but not limited to there amounting to force majeure. Where your holiday is cancelled (other than due to default in payment and/or force majeure) we will offer you a full refund of all monies paid by you. We will not be responsible for any further liability, including cost of travel.

YOU OBLIGATION TO US

BOOKING

On making a reservation and paying a deposit you agree to accept all the above booking conditions.

DEPOSITS

At the time of booking a reservation deposit is payable of £100 for each week of your stay.

PAYMENTS

The final balance (including damages deposit) shown on your confirmation invoice is payable no later than 28 days prior to the rental period. If payment is not received on the due date your booking may be cancelled and cancellation charges incurred.

CANCELLATIONS

Any cancellations must be in writing or sent by email.

Cancellation charges are as follows:

More than 28 days prior to the rental period	£100
28 days or less prior to the rental period	100% of rental

It is your responsibility to ensure you have adequate insurance cover for travel overseas.

YOUR COMMITMENT TO US

You are expected to take good care of the property and its surroundings and to ensure the behaviour of anyone in your party does not cause a nuisance to other people. Smoking is not allowed anywhere within the apartment or the apartment block. Cigarette smoke or ash found within the property may result in a deduction from your deposit. Inventory/Breakages deposits are held for 14 days after your departure from the flat and we reserve the right to make deductions should any damage or loss occur or additional cleaning be necessary. Please leave your flat clean and tidy, with all rubbish taken away and washing-up done. Where the apartment is not found to be in the condition outlined above an extra cleaning charge of £35 may be deducted from your deposit.

INVENTORY/BREAKAGES DEPOSITS

An inventory will be provided. It is a condition of booking that you pay any balance due promptly following our notification. We reserve the right to pursue and collect any additional costs over and above the deposit held.

GROUP BOOKINGS

We reserve the right to refuse reservations for parties of 3 or more persons of the same sex.

IF YOU HAVE A COMPLAINT

In the unlikely event of a complaint, you must follow procedures:

- Contact us by phone or email as soon as possible and give full details of any problems.
- On your return home you must put your complaint in writing to us within 21 days of your return date.

We cannot accept responsibility for damage, loss or disappointment arising from complaints that we were not given reasonable opportunity to rectify, or of which we were not notified in accordance with this clause.

[Terms and Conditions of Booking, holidayflat4let.co.uk]
