



## TERMS & CONDITIONS

**We recommend that before you use this site you read all of the Terms and Conditions below.**

**By browsing the site we take it that you have read the Terms and Conditions and agree to them.**

If you are intending to book a stay at the Sunny Spain Villa, then please ensure that you take the time to read through these Terms and Conditions, thank you.

### **Make a Booking**

If you wish to make a booking at Sunny Spain Villa, then please email us an enquiry with the number of people, and dates you wish to enquire about, and we will respond as soon as possible to your request. Or feel free to contact us on +44 1376 560432, or +44 7970 756588 to discuss a potential booking.

### **Deposit**

A deposit of £150 is required at the time of booking. If your booking is within 10 weeks of departure time then the whole balance is due at the time of booking. Deposits can be payable via PayPal or cheque, please note that until the cheque is cleared then your booking is not confirmed, we would allow 7 days after the booking to receive your payment to confirm the booking. If you are booking Peak season times then there will be a 20% deposit payable of the booking amount value.

### **Security Deposit**

In addition a separate £150 security deposit is required when full payment is made. This is fully refundable providing no damage has occurred during your stay.

We understand that accidents do happen, but we do ask that you inform the management agents (details provided when booking) of any defects or breakages as soon as possible and pay for the repair or replacement so that neither you nor the following guests are inconvenienced.

**When paying the full balance we will require the payment of a returnable security deposit of £150.00 (GBP) . This charge will be held to cover or part cover any breakages, excess cleaning costs or damage to the property.**

**The deposit will be returned within 21 days of the end of the rental period subject to inspection by the management company, less any deductions to cover the cost of replacement or repair. Costs in excess of this amount will be invoiced and payable in full immediately.**

### **Payment Details**

Full payment is to be made ten weeks prior to your stay. Where payment in full has not been made by this date, we reserve the right to cancel the booking, any monies paid as deposit will be non-refundable.

If you book within 10 weeks of your stay, we will require full payment at the time of booking.

Please remember that your security deposit is also due when you pay the balance.

### **Cleaning Charges**

The cleaning charge is 85 euros per stay payable in resort on vacating the villa and handing back the key with the Management Team.

Any extra cleaning can be arranged at an extra charge.

### **What's included in your stay**

**You have use of the property including all utilities.** The use of the Hot tub is also included, there is a Pool Heating charge of £75 per week stay, and this is advisable in winter month bookings (October-March).

**Your holiday home is cleaned and prepared for your arrival. There is an €85.00 charge for this cleaning service** which is not included in the prices per week detailed on this site, so remember to factor this in when calculating the cost of your stay, (please remember the charge is in Euros so check the current exchange rate to see how much this is in your currency).

Maid service however is not usual in Spanish Villas and it's therefore up to you to keep the property clean and tidy and to change and wash bed linen and towels (which are supplied, as are utilities) during your stay. However **if you wish a Maid Service can be arranged for you for an extra charge.**

For those with small children a highchair, travel cot / bed guard and stair gates can be made available at no extra cost. Please inquire when booking.

**Please continue down.....**

## Change over Day

**Arrival is after 3pm and departure by 12 noon unless prior arrangements have been made.** Please let us know when booking or as soon as possible thereafter if you require flexibility on changeover day. So long as we have enough notice we will try to oblige you.

Please note however that if you wish to leave very late on changeover day, we may have to charge for another night, as we will not be able to rent the Villa until the next day.

If you wish to alter arrangements for changeover day within the 10 weeks prior to your arrival this may not be possible.

## Changing your booking

**Any amendment to a confirmed booking may incur a charge.** Changes within 10 weeks of your stay may result in additional cancellation charges.

Occasionally it may be necessary for us to amend or cancel your booking through reasons beyond our control and we reserve the right to do so.

We will inform you as soon as possible, and **if possible** will offer you the choice of alternative accommodation of a similar standard, or a refund of all monies paid.

## Cancellation

If you wish to cancel your booking within 10 weeks of departure then no monies will be refunded under any circumstances, if however your cancellation is prior to 10 weeks to departure then there will be no further monies due, however your deposit for the booking will be non-refundable under all circumstances and act as a cancellation charge.

## Liability

We accept **no liability whatsoever for any injury or loss sustained** by guests or any other visitors to the home, grounds or swimming pool or Hot tub Spa, or for any loss or damage whatsoever caused to any property brought to the premises.

## Complaint procedures

While it is highly unlikely that you should have a complaint about our Villa, occasionally things do go wrong. **If you have a problem** during your stay, **you MUST inform the management agency immediately** who will endeavour to rectify the matter. We will not accept liability for any dissatisfaction or other complaint **not** reported to the local managing agent during your stay.

## Insurance

**It is vital that you have adequate comprehensive insurance cover for you and all members of your party. Check that any policies you are considering do in fact cover you for rented accommodation booked independently of travel arrangements. No responsibility is accepted for any death, illness or loss or damage to property and/or motor vehicles howsoever caused.**

## Behaviour & Conduct during your stay

**Sunny Spain Villa and the Management Team (based on-site) reserve the right to cancel your booking or to terminate your stay if we believe that your conduct breaches these terms & conditions or we believe that gross misconduct has occurred.** What constitutes 'Gross Misconduct' is at our discretion and includes, but is not limited to: damage to property, extreme noise pollution, violence or aggression and breaking the law. Any instances of Gross Misconduct during your stay will not be tolerated. Please respect that the villa is owned by a family and would want the same level of respect within the villa as your own home.

## Pre-Arrival at Sunny Spain Villa

Approximately 30 days before arrival, you will be sent details giving you full directions from your arrival airport to Sunny Spain Villa and information on key collection. Our Management Team are on hand to meet & greet you at the Villa on your arrival to go through the important information on arrival. Meet & Greet is normally only available up to the hours of 9pm in the evening, after such time a key collection point is provided.

## Website

Our web site is a guide to the quality and description of our Villa and its facilities. Sunny Spain Villa is privately owned by Neil & Nicola Chambers and furnished to our taste, and **changes may be made without notice.** No liability is accepted for unintentional errors, mistakes or omissions, which may arise as a result of subsequent changes.

By using or browsing this site, you have read, understood and agree to be bound by these Terms and Conditions and any other guidelines or rules applicable to other services that may be posted from time to time. **If you do not agree with any part of these terms of conditions you must not use the Site, or book a stay at the Villa.** If you are uncertain, you can always contact us to discuss.