

ROYAL RIDGE VILLA

Terms & Conditions

1. YOUR CONTRACT

The application for booking constitutes an acceptance of all these terms and conditions by the client and the client accepts it on behalf of all the members of the party named in the booking form.

2. PAYMENT

In order to book the villa, we require a non-refundable deposit of £250 per week. The balance will be due 8 weeks before departure. If the balance is not paid on the due date we reserve the right to treat the booking as cancelled. A damage deposit of £250 is required at the time of the booking. This will be returned to you after our management company's satisfactory report after your departure.

3. CANCELLATION

You may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and is communicated in writing. The following cancellation charges will apply:

Period Before Departure From Date of Notice	Amount of Cancellation Charge
More than 42 days	Deposit Only
More than 28 days	40% of total holiday price
More than 14 days	60% of total holiday price
More than 05 days	75% of total holiday price
More than 04 days	100% of total holiday price

4. CHANGING YOUR BOOKING

If after confirmation has been issued, you wish to change departure dates, we will do our best to help. If we are unable to rearrange your booking we reserve the right to treat your booking as cancelled.

5. COMPLAINTS

We hope you don't have any. In the unlikely even that you wish to register a complaint during your stay, contact our property management company immediately and follow this up with a letter. Give a copy to them and send us a copy on your return. We must receive any complaint within 28 days of your return. It may be that during your stay it is necessary for the management

company to enter the premises in order to perform routine maintenance and repairs. You agree to allow them or their agents to enter the premises.

6. ACCOMMODATION

The accommodation is provided solely for the use of the client and guests named on the booking form or as amended by agreement with us in writing. Subletting and/or reassignment is strictly prohibited. No clothing, bedding or similar items shall be dried or aired in the outdoor area. Check out time is 10:00 hours local time on the day of departure, a late departure fee will be made after this time. Check in time is not before 16:00 hours local time on the day of arrival. The whole of the Villa is designated as no smoking for safety, comfort and legal reasons.

7. INSURANCE

It is your responsibility and condition of the booking that you arrange appropriate insurance cover for all members of your party for personal injury etc. We assume that such policy is in force before you depart. All members of the party use the pool entirely at their own risk. Please obey the pool rules and remember at all times that this is a private pool with no lifeguard. Please also note that the wet areas around the pool can be slippery, so please ensure that you or members of your party are dry before entering the Villa from the pool area. Under no circumstance can glassware be taken into the pool area.

8. REDUCTIONS

No reductions or credit notes will be given under circumstances amounting to 'Force Majeure'. In the above, 'Force Majeure' means war, threat of war, riot, civil strike, industrial dispute, terrorist activity, accident, natural or nuclear disaster, fire, airline failure, closure of airports or ports and adverse weather conditions or temporary pest problems at and around the Villa or any other event, situation, incident and natural causes outside our control.

9. PRICE GUARANTEE

We guarantee that the price of your accommodation will not be subject to any change or local tax.

10. CARE OF PROPERTY

Please remember that this is someone's privately owned Villa and the property should be left clean and undamaged. The property will be thoroughly examined by the management company and an inventory taken on your departure, and if it is not left in a suitable condition, it may be necessary to charge the security deposit for costs to cover extra cleaning, repairs or replacements. We also recommend you inspect on arrival to ensure it is in order.

11. LIABILITY LIMITATIONS

- a) No responsibility is accepted for any loss of personal items while staying in the property or after departure.
- b) The owners or their agents will not be liable for any loss or injuries resulting from use of the villa, pool, or in any part of the property how so ever caused. All guests must follow the rules and notices of Safety matters.
- c) Parents must at all time obey the rules and supervise children when using pool facilities or estate facilities, including the games room.
- d) The management company or the owners accept no responsibility or liability for failure of any equipment in the property. After notification of equipment failure, the management company will endeavour to rectify the problem in a reasonable and timely manner.

12. AGREEMENT FOR THE FOLLOWING CONDITIONS OF USE OF EQUIPMENT

- a) Air conditioner is preset to 78 degrees. Any lower setting could damage the unit and repairs/replacements will be charged back to you. You will not need to adjust the unit as it is preset for your comfort.
- b) The pool heater will be set by management if you have paid for this service.
- c) Follow instructions on operation/safety procedures on all the equipment in the Villa. If in doubt, ask.
- d) Please note that it is your responsibility to ensure the Villa is locked and lighted suitably when you are out. This is for your own security and safety.