

Villa Alemdar - Terms and Conditions of Booking:

1. Booking

A provisional booking can be made by telephone or email and will be held for 7 days; to facilitate flight arrangements, booking form completion and deposit payment. On agreement of a provisional booking a "booking form" will be provided. The form must be completed by a member of the party (hereafter known as 'the Customer') who is at least 18 years of age. The completed booking form must be returned to Mrs C. Heuerman (hereafter known as 'the Owner') with the required payment as described in [2. Payments](#). Once we have received the booking form and payment, your booking will become confirmed in writing or by e-mail. The issue of this confirmation constitutes a contract between the Owner and the Customer, which is governed by English Law. All future correspondence will be with the Customer. The Customer guarantees payment of the total cost of the villa and does so for all others for whom the booking is made

2. Payments

A non-refundable deposit of £225 per week is required to confirm bookings. The balance must be paid not less than ten weeks prior to departure date. If a booking is made within ten weeks of the departure date, then full payment must be made at the time of booking to ensure confirmation of the booking. In the event of full payment not being made by the due time the Owner reserves the right to cancel the booking. Any deposits will be forfeited and the Party Leader will be required to pay cancellation charges in accordance with [5.Cancellations made by the Customer.](#) A security deposit of £100 may be required along with the final payment. This will be returned within 15 days of your return less any costs incurred, including but not limited to accidental damage to the property and any contents, excess cleaning, loss/non return of keys.

3. Accommodation

Access to the villa is available from 15:00 on the first day of rental and must be vacated by 11:00 on the agreed departure date unless special arrangements have been made with the Owner prior to the rental period. This allows cleaning and preparation for the next guests to take place. The property is reserved exclusively for those people named on the booking form and no other persons are permitted to stay there unless this has been agreed in writing with the Owner prior to the rental period. On no account must the number of people exceed the specified maximum occupancy of 10 people sleeping in four bedrooms. The accommodation must not be used in such a way as to cause damage or disturbance to the property, neighbouring tenants or residents

4. Changes made by the Customer

The Owner will endeavour to facilitate any changes requested after the booking has been confirmed. The alteration will be effective as soon as the Owner sends written confirmation to the Customer of the change. Any change must involve taking the revised rental period in the same season as that originally booked. No changes are possible within eight weeks of departure.

5. Cancellations made by the Customer

Cancellations should be made by registered post and signed by the Customer. Cancellation shall be determined by the date that this written notice is received and it is as follows:

- Cancellation 56 days plus - loss of deposit
- Between 42-55 days - 50% of full payment lost
- Between 28-41 days - 75% of full payment lost
- less than 28 days - no refund allowed.

6. Cancellations/Changes made by the Owner

If circumstances beyond the Owner's control should make the rental home unavailable, then the customer will be advised as soon as possible. Alternative accommodation of at least comparable standard will be offered if available, or a refund of monies paid unless the change/cancellation arises from reasons of [10. 'Force Majeure'](#)

7. Complaints

If there are any problems with the villa during the rental period, the customer must inform the Owner immediately, who will endeavour to resolve the situation to their best ability taking into account physical location and logistics in relation to the Owners. If the matter is not resolved, the customer must follow up the complaint in writing to the Owner within 14 days of the end of the rental period.

If the problem has not been reported as detailed in this clause then the Owner cannot accept responsibility for any claims or complaints.

8. Travel Insurance

It is considered essential for the Customer to hold appropriate Holiday and Travel insurance. It is advisable for this insurance to be in place at the time the rental period booking is made.

9. Liabilities

The Owner does not accept any responsibility or liability for acts of omission of third parties which may prevent or disrupt a client's booking. The booking contract exists between the Owner and the Customer and is limited to the rental of the property and associated services only. The information and descriptions supplied here are believed to be accurate and offered in good faith. Certain features or facilities may not be available from time to time due to circumstances beyond our control for which the Owner accepts no liability. In addition no liability can be accepted whatsoever by the Owner for death, any personal injury, accidents, loss or damage(s) of personal effects of the Customer, any member of the Customers Party or any visitor to the rental home, arising out of or in connection with the use of the rental home, the pool or about the property. The Customer must ensure that all Children are supervised at all times whilst in or around the pool.

10. Force Majeure

No liability can be accepted by the Owner where the contract is affected by 'force majeure'. In the context of these terms and conditions, 'force majeure' is any event that the Owner could not, even with due care, foresee or avoid. These events include but are not limited to war, threat of war, riot, civil commotion or strife, hostilities, industrial dispute, natural disaster, fire, acts of God, terrorist activity, nuclear disaster, adverse weather, government action, technical problems with transportation or other events outside the Owners control.

11. Smoking

Smoking is not permitted inside the villa, this is for the comfort of future guests. However you are welcome to use the terrace area.

12. Consideration

Please be considerate of neighbouring guests or residents when using the pool or any communal areas; particularly in the evening.