

# Booking conditions

In these booking conditions, 'you' and 'your' means the first named person on the booking form. 'We', 'our' and 'us' mean Olive Farm Villa owners.

## **Your booking and payment**

Once you have made a provisional reservation with us, you must complete and sign a booking form. This must be signed by the first named person on the booking (the party leader). The party leader must be at least 18 and authorised to make the booking on the basis of these booking conditions.

If you book within 8 weeks of departure the full amount is due at the time of booking. If you book more than 8 weeks in advance, the balance of your accommodation cost is due not less than 3 weeks prior to departure. This date will be shown on the confirmation/invoice. If all payments due are not paid in full and on time, we reserve the right to treat your reservation as cancelled by you and retain any deposits held.

On receipt of the signed booking form and non-refundable deposit (50% of the total amount due, or 20% if before 1st February), we will send written confirmation of your accommodation arrangements to you.

Whatever happens to our costs, the price of your confirmed accommodation plus applicable supplements, as prevailing at the time you book and pay your deposit, will be guaranteed against any increase, subject only to the correction of costing errors on your confirmation invoice. Whilst this is not anticipated, should there be an obviously incorrect price shown, we will issue a new invoice and will not be bound by the price quoted in the incorrect invoice. However, we reserve the right to increase or decrease our prices of unsold accommodation at any time. The price of your chosen accommodation will be confirmed at the time of booking.

## **Damages deposit**

If you are hiring an entire villa a deposit against damages of 150 Euros/£100 is payable on the day of arrival. We would point out that there is a higher incidence of breakages when teenagers are in a party. Should you or any member of your party be responsible for any breakages, loss or damage, you should report it immediately to a family member (not the maid) so the repair or replacement can be arranged immediately. In the case of any faults appearing, they should also be reported immediately to a family member. If a breakage, loss, damage or fault is discovered at the end of your stay which has not been reported, it will be assumed you are responsible. A charge will be made locally to cover the cost of replacement or repair and that charge will be deducted from your deposit against damages. Otherwise your deposit against damages will be returned in full at the end of your stay. The weekly air-conditioning charge is 95€ in a villa and covers only the cost of supplying cooling or heating, not repair of damage to air-conditioning equipment.

## **Please notify us**

within 7 days of issue if any detail is not correct otherwise the details shown on the confirmation invoice will be presumed to be correct.

If you need to change your holiday arrangements, we will do our best to help but we must first receive a written request from the party leader to do so. It is not always possible to make changes, so please let us know as soon as possible. The alteration becomes effective when we have given you written confirmation of this and is subject to a charge of £15 per person each time a change takes place.

## **Accommodation**

Your holiday accommodation is reserved exclusively for the people named on the confirmation/invoice and no other persons whatsoever are permitted to stay there unless this has been agreed with us in writing and appropriate payments made. Local communities expect certain standards of behaviour.

You must vacate the property during the morning on the day of departure to enable cleaning and preparation to be completed prior to the arrival of new guests. This is normally 10.00 a.m. and your arrival at the property should be from 16.00 onwards. Both of these timings are negotiable with us, circumstances permitting.

## **Travel Insurance**

**We consider travel insurance to be so essential that it is a condition of booking that you have comprehensive insurance cover. No liability will be accepted for any clients travelling without adequate travel insurance. Please read your policy details carefully; it is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.**

**We cannot be held liable to accept responsibility for death, bodily injury or illness caused on holiday unless it is proved that it is due to the negligence of us or our employees acting in the course of their employment.**

## **If you have a complaint**

In the unlikely event that you have a complaint whilst on holiday, you must inform us so the matter can be resolved on the spot. If you are not completely satisfied with the solution offered or provided, you should

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immediately make this known in writing to us. We shall try to resolve the matter and if appropriate, we will confirm in writing any solutions as agreed. If you remain dissatisfied, you must write to the contact in the UK within 28 days of your return giving full details of your complaint. Upon receipt of your letter it will be acknowledged within 10 days, the points raised will be investigated and you will receive a reply within 28 days or, if this is not possible, you will receive an interim letter advising of the UK contact's progress. We regret we cannot accept liability if the complaint or claim is not notified entirely in accordance with our complaints procedure as set out above.

Compensation payments or refunds will not be made where the changes are caused by situations under the heading *force majeure*, such as war or threat of war, civil strife, terrorist activity, industrial disputes, natural disasters, fire, epidemics, health risks, technical problems to transport, closure or congestion of airports, stations or ports, cancellations or changes of schedules by carriers ceasing to operate due to adverse weather conditions or other reasons and similar events outside our control.

## **Changes**

If you wish to make changes to your arrangements whilst on holiday, for example changing the length of your stay, as this alters the basis of your booking contract it is essential such changes are arranged through us in writing.

## **Cancellations**

If the need to cancel should arise more than 4 weeks prior to your arrival, we will retain only your deposit. Should the need to cancel arise less than 4 weeks and up to 3 days prior to your arrival, we will require you to pay a cancellation charge of 25% in addition to retaining your deposit. Should the need to cancel arise less than 3 days prior to your arrival, we will require you to pay a cancellation charge of 50% in addition to retaining your deposit.

## **Balance payment 3 weeks prior to arrival**

The final balance payment of 50% is due 3 weeks prior to your arrival.