



BOOKING TERMS AND CONDITIONS

- 1. Rental Prices** are quoted in Pounds and the Euro equivalent is calculated at the current rate.
- 2. Payment** is by bank transfer, cheque or cash. A deposit of 20% or 25% is required on confirmation of a booking, depending on the type of property. The remaining balance is required 56 days before the start of the rental. The rental payment is payable in full if booking within 56 days of the start of the rental.
- 3. Rentals** are per property per week or per night as appropriate.
- 4. Arrival and departure dates** refer to the inclusive number of nights. Arrival time is from 16.00 and departure time is by 10.00.
- 5. Cancellation Charges apply as follows:** More than 56 days before the start of the rental: loss of deposit. Less than 56 days before the start of the rental: loss of full payment. We will use our best endeavours to re-let the property on the best possible terms. If we are successful, a refund will be made to you minus an administration fee of €50.00 if you have paid the deposit only. If you paid the full rental you will receive the rental we were able to achieve on re-letting minus a fee of €75.00.
- 6.** We also require a separate **Security Deposit of 200 Euros/£200** to cover damage, loss or breakages. You will receive a request to pay this via Paypal and it will be returned via Paypal shortly after your holiday, provided the property is left in the same condition that you found it on arrival.
- 7. Services included** in the rental include water, gas for hot water, electricity and pool cleaning. Towels and bed linen are changed at the end of each week and the house is cleaned at the end of each week. Additional maid service can be arranged on request as can laundry of pool and beach towels. Our winter and out of season rental rates are excellent value but they do not include central heating. We find that people's requirements vary and so do the monthly temperatures. We read the gas meter at the beginning and end of your stay and you pay for exactly what you have used.
- 8 Additional services** include extra beds at €10.00 per night and €70.00 per week. Cots are €5.00 per night and €30.00 per week. High chairs are €2.00 per night and €10.00 per week. All these items are subject to availability. A food pack is available on request. The cost for this is €25.00 for four people (€6.25 per person). All these additional services are payable in cash on arrival.
- 9 Travel Insurance.** It is advisable to obtain comprehensive travel insurance immediately on booking.

10 Cancellation by us. We reserve the right to modify or withdraw any booking due to circumstances beyond our control, for example where fire, flood, theft damage or any other occurrence renders the property uninhabitable or incapable of providing the facilities or services we offered. In such an event a comparable substitute property will be offered or a full and immediate refund of monies paid.

11 Complaint. In the unlikely event that you feel cause for complaint during the rental you should inform us immediately and we will do our best to rectify matters. Telephone or come to the address where you picked up the keys. Please be aware that notifying a complaint after the completion of the rental may compromise our ability to consider it.

12 All information in our promotional media of any kind forms part of these Booking Conditions, including the maximum number and any minimum age of people who can be accommodated and any other conditions stipulated in property descriptions. Distances and measurements are approximate. Facilities are as agreed with the property owners and are offered in good faith. No responsibility can be accepted for the climate, the natural or built environment, local conditions, traditions or practices, interruption to or breakdown of any public service and any consequential effect thereof.

13 If you are resident in the UK you should carry the European Health Insurance Card (contact: www.nhs.uk or 0845 4647 or outside the UK 044 207 2104850) as this confirms your entitlement to medical benefits in kind during your stay in Portugal. The form is available from UK Post Offices. Similar benefits may be available to residents of other countries.

14 This website has illustrations and suggestions of locally available activities like horse riding, diving, golf, sailing and surfing. It is your responsibility to make sure the suppliers have the correct insurance, facilities and trained staff for your needs.