

Windy Ridge Villa

Terms and Conditions

Please ensure you read and understand the following terms and conditions pertinent to your Windy Ridge Villa rental. If you have any queries, please do not hesitate to contact us (hereafter called the Owner) for clarification before you sign the booking form.

Whilst we reserve the right to increase or decrease villa rental prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking for the villa and paid your deposit or full payment, the cost of the villa rental is guaranteed against any further increase. This guarantee is offered subject to our terms and conditions and payment being adhered to and providing you do not make further amendments to your holiday arrangements.

Your villa rental includes accommodation as booked, including services e.g. water, electricity and air-conditioning).

NOT included in our rental prices: a) Flights b) Car Hire c) Holiday Insurance

1. Bookings are valid after:
 - a. The appropriate deposit has been paid and
 - b. The booking has been confirmed in writing (email or fax) by the Owner to the Guest.
2. The person who signs these Terms and Conditions certifies that he or she is authorised to agree to these Terms and Conditions on behalf of all persons included in the booking. The signatory must be a member of the party occupying the property and must be 21 years of age or over. Bookings cannot be accepted from parties of young people less than 21 years of age.
3. A 30% deposit must accompany bookings, which is non-refundable. Upon clearance of the payment, the booking is confirmed. The balance must be paid 30 days prior to the commencement of the holiday along with a Breakage Deposit of £300. The Security Deposit will be returned to the Guest within 21 days of the completion of the holiday as long as no damage or loss is reported by the Owner's Agent. If damage is reported that costs in excess of £300, we reserve the right to claim this off the Guest. We reserve the right to treat the booking as cancelled if we do not receive the balance by the due date.
4. Payments should be made by bank transfer to our UK bank account (details to be provided at time of booking) or to the booking company (VRBO, TripAdvisor) or via Owner's website using payments system Freetobook.
5. If the Guest wishes to cancel the booking, they should advise the Owner immediately by telephone or email. Cancellation refund policy:

Guest will receive:

50% refund of the total cost if they cancel at least eight weeks before the start of the holiday; or a 25% refund of the total cost if they cancel up to four weeks before the start of the holiday.

For split payments

If the guest cancels or the balance is not paid on time, the booking deposit cannot be refunded.

If the balance payment is not received at least three weeks before the start of the holiday, the booking will be automatically cancelled.

If the Guest has paid the full balance, they will receive:

50% refund of the total cost if they cancel at least eight weeks before the start of the holiday; or a 25% refund of the total cost if they cancel up to four weeks before the start of the holiday.

The Owner shall be entitled to retain the deposit payment (but not the Breakage Deposit).

6. Cancellation of the rental arrangement, the Owner reserves the right to cancel any bookings at any time and will only be liable to refund monies already paid by the Guest.
7. The Guest agrees to pay the full cost of any breakages, losses or damage to the property (the Owner's Agent will be sole arbitrators on cause of damage or loss) and:
 - a. To take good care of the property and leave it in a clean and tidy condition at the end of the holiday.
 - b. To report any damage or loss immediately it is discovered to the Owners.
 - c. To permit the Owner or their Agent reasonable access to the property to carry out any maintenance if necessary.
 - d. Not to sublet or share the property.
8. No liability is accepted by the Owner for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by the Owner.
9. The property is available after 4:00 p.m. on the day of arrival and must be vacated by 11:00 a.m. on the day of departure unless otherwise agreed with the Owner.
10. The Owner does not accept any liability for injury, damage or loss caused by any reason or for any claim made as a result of this booking and/or the

subsequent holiday. The Guest is responsible for taking out an adequate insurance policy to cover all risks. This waiver is also applicable to people visiting the property as guests of the Guest(s).

11. The Owner does not accept any liability for injury, damage or loss caused, or for any such claim by a third party as a consequence of actions by the Guest(s) and other people occupying the property during the period of the let.
12. Guests may use the swimming pool at their own risk. They should always observe the safety rules listed in the Information Book held in the home.
13. The pool is cleaned and chemically balanced twice each week for your safety and comfort; however on rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay you will be advised when it is safe to use the pool.
14. As owners of the property, we, our servants or agents, will not be liable for any loss or delay occasioned by any of the following: strikes, riots, political unrest, war or the threat of war, terrorist activities, industrial disputes, fire, flood, earthquakes or volcanic eruptions.
15. The maximum occupancy is 8 persons for the villa and is determined by the authorities within strict guidelines for fire safety. Please note that contravention of the above will render your booking void, all moneys paid will be forfeited and you will be asked to leave the villa immediately without further compensation.
16. Strictly no pets or smoking are allowed in the villa at any time. Please note that contravention of the above will render your booking void and all moneys will be forfeited.
17. Our villa is situated in a quiet residential area consisting of approximately 25/75% rental homes/local families. It is a condition of the rental that you should be considerate in your behaviour and keep noise levels to a reasonable level so as not to disturb neighbours.
18. Complaints: We sincerely hope you do not have any. But in the unlikely event that you wish to register a complaint during your holiday, contact us immediately upon your return.

Name: _____ Date: ___/___/___

Signature: _____

Address: _____

Arrival date: ___/___/___ Depart date: ___/___/___

Number of guests: _____