

CASA BIANCA BOOKING CONDITIONS

30% (Non refundable) deposit payable on booking or as per VRBO/Simply Owners terms

Balance payable 8 weeks prior to arrival date or immediately if booked within 8 weeks of the arrival date.

Guest booking information must be completed and returned by email so that we can register all guest bookings with the Portugal Tourism board – a requirement by Law . Time of occupancy check in on arrival day is normally from 16.00hrs.

Cancellation after this date must be in line with our cancellation policy otherwise claimed from own travel insurance. Non-payment may be treated as a cancellation of your booking. Any request to cancel a booking must be made in writing to us. You shall remain liable for all the payments due in respect of the reservation whether or not they have been paid at the time of the cancellation. We will use our reasonable endeavours to re-let the property in respect of the cancellation period. If we are successful, you will be refunded the difference between moneys you have paid less the sums receivable from the re-letting after deduction of all costs and expenses incurred.

Changes to bookings We will consider any request to change dates after confirmation has been issued.

Check in/out - Apartment is to be vacated on day of **departure by 10am**, to allow preparation of the villa for next **arrivals at 16.00hrs**. There may be flexibility on arrival and departure times for low – mid season rentals – please enquire.

Security deposit of £500.00 per booking is payable prior to arrival with final balance. This will be refundable on satisfactory property inspection and that there have been no breakages, extra cleaning required or any extra people found to be staying at the property. We aim to refund this within 7-10 days following departure of the apartment. If deposit not paid in advance we reserve the right to request a charge for damage up to £500.

The villa and its belongings such as BBQ and garden furniture to be left in a clean state, as found on arrival to avoid deduction from security deposit.

Villa pool - Pool to be used a guest's own risk. Children to be supervised at all times around and in the pool. **A charge applies for pool heating as specified at time of booking** and this is provided on the understanding that you **pull the cover over the pool every evening to retain the heat.** This is not only environmentally friendly, it also ensures usage remains within the daily heating fee and keeps your pool nice and warm for your use. If excessive heating bills arise as a result of not using the pool cover (especially in mid-low season climates) we may have to ask for an additional payment/deduction from your security deposit.

Liability – Owners cannot be held responsible for any injury to guests for the duration of their holiday. Guests are strongly advised to take adequate insurance cover for the duration of their stay.

Personal effects - Guests are responsible for their own personal effects at all times. We request that you always check that patio doors and all windows are securely shut and locked fully when you leave the property and that the alarm is activated for your protection.

Occupancy and Use of Property Under no circumstances may more than the maximum number of persons stated in the booking occupy the property. No hen or stag parties are allowed nor do we allow guests to host parties or gatherings at the property without express permission. We reserve the right to refuse admittance or terminate the booking if this condition is not observed. Our agent is on site at the resort and will report any issues to resort security and to us as owners.

Care of the Property You are responsible for the property during your stay and we ask that you please take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. Please leave them in the same state and in the same clean and tidy condition. In the event of damage/breakage please notify us as soon as possible so that we can address this/replace as appropriate. You must not use the property for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.

The apartment is strictly non-smoking if this is not adhered to a deduction will be made from the security deposit or an additional charge made.

Pets are not permitted – if this is not adhered to a deduction will be made from the security deposit and may result in termination of the booking.

You confirm that you are authorised to book on behalf of all persons who will occupy the property and that those persons are aware of the booking conditions. You shall be a member of the party occupying the property and are required to ensure that:

1. Each member of the party on whose behalf you have submitted the Booking request is listed on an email to us with their full name, age and nationality;
2. Each member of the party is aware of and will comply with all rules and regulations published by ourselves in respect of the use and occupation of the Properties;
3. The number of persons within the party shall not exceed the maximum number of persons permitted to occupy the property for the duration of the rental.

Any breach of these provisions will constitute a breach of contract.

Force Majeure In these terms and conditions "Force Majeure" means any circumstances beyond our reasonable control including, without limitation, an Act of God, Fire, Flood, War or Acts of Terrorism. If by reason of Force Majeure the property is not available at the commencement of the time booked by you or the property is unsuitable for letting at that time, we shall not be deemed to be in breach of contract but shall refund in full to you all fees, charges and any deposit paid in advance by you. We will not be liable for any other claim for loss or damage by you

These terms and the contract between you and us shall be subject to and interpreted in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to hear any claim arising from such contract.

THANK YOU FOR UNDERSTANDING AND ADHERING TO OUR BOOKING CONDITIONS.

This is our second home and we hope that you enjoy it as much as we do. We are pleased to welcome you as our clients and very much hope you enjoy your holiday in this beautiful area of the Algarve.

SORAYA AND RICHARD CHAMBERLAIN

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