

## Terms and Conditions

- Rental Period** The rental period runs from 4:00 pm on day of arrival to 11 am on day of departure unless otherwise agreed in writing by us.
- General** The Tenant will treat the property and its contents with respect and in no way abuse the property or its contents.
- The community has rules & guidelines concerning the use of the swimming pool, courtesy to neighbours and general behaviour. Please abide by those guidelines. We reserve the right to terminate the rental agreement immediately should we receive complaints about our tenants.
- Booking** If you decide to book with us complete the booking form and return it to us with a £100 deposit to secure the booking.
- On the booking form you will nominate the main contact person and contact address. This person will be responsible for all payments and correspondence.
- Bookings are not valid unless confirmed in writing by us.
- If, for whatever reason we do not accept your booking we will return your deposit in full. If we accept your booking we will send you the full invoice showing the balance due.
- Payment** You must pay the balance shown on the invoice to reach us at least 8 weeks before your departure date.
- For bookings accepted within 8 weeks of your departure date the full cost is required with the booking form. If we do not receive your payment before the specified date, we reserve the right to treat your booking as cancelled (see Cancellation section below).
- On payment of the balance and prior to your departure date we will send you the house keys by registered post and an information pack with the address, contacts and directions from Murcia and Alicante airport.
- Payment Methods** You can pay by any of the following methods:-
- By personal cheque (make the cheque payable to J E Pullin)
  - By electronic bank transfer (bank details will be provided)
  - By Paypal (4% surcharge applies.)
  - By credit card (4% surcharge applies)
- Cancellation** If you need to cancel your booking please write to us at the address on the invoice .
- If you cancel your booking for whatever reason you will forfeit the booking deposit unless we are able to re-let your booking in which case we will refund the booking deposit less a £20 administration charge.
- We reserve the right to cancel your agreement with us in any circumstances. If we need to cancel your booking you will receive a full refund of the amount already paid to us.

**Please ensure you have adequate travel insurance to cover unexpected cancellation costs.**

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- Early Termination** We accept no responsibility for early termination of your holiday because of one of the following events:- war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, flood, epidemics or health risks, technical problems with transport, closed or congested airports or ports and similar events beyond our control. We will not be liable for any consequential loss you may incur. **Please ensure you have adequate travel insurance.**
- Personal loss or damage** The accommodation, furniture, equipment, facilities etc. are hired at your risk and no responsibility can be accepted for any personal injury, loss or damage, or any claim arising from their use. We accept no responsibility for loss of or damage to personal belongings left or used in or on the premises. We accept no responsibility for non-availability of the communal swimming pool or any other facilities due to circumstances beyond our control.
- Accommodation** The accommodation is intended for family groups and adult accommodations. We therefore cannot accept any all male or all female parties under the age of 25. All male or all female parties over the age of 25 may be accepted at our discretion.
- The accommodation must be used only by those people named on the booking form. You are not allowed to share the accommodation or sublet the accommodation under any circumstances.
- Breakages** You are responsible for losses, breakages and damage to the property or its contents, however occasioned, during your stay. If the damaged item is of low cost we prefer you to just leave the cost of replacement with the cleaning charge on departure.
- Please inform us immediately of any serious damage or breakages caused to the property or its contents albeit by wear and tear or accident.
- There will be a breakages deposit of £150 included on the invoice. On your return the breakages deposit will be returned to you less any deductions for breakages, damage, loss of keys and/or excessive cleaning.
- Smoking** There is no smoking allowed in the house. Smokers are welcome on the patio but please do not leave cigarette ends on the floor.
- Complaints** If you do have a complaint about your accommodation please tell us as soon as possible. It is always easier to sort things out on the spot, when we can see and understand the exact nature of the problem.