

# Terms & Conditions + General Info

## How to make your booking:

Confirm that your preferred date is available

Discuss with us your choice of accommodation to ensure that it will be suitable for you

Request a provisional booking

Provide a 'lead name' to take responsibility for the booking, be our contact and reference

Complete the online booking form or download it from our website and post it to us

Submit the online booking form or return the form to enquiries@losllamados.co.uk

Make payment of your deposit

Receive your confirmation

Pay your balance and security deposit by the due date

Receive your final instructions

At all times, please check the accuracy of your booking details and advise any alterations/amendments as alterations may not be able to be made at a later date. In particular please be sure to confirm any special requirements before arrival; e.g. cots

## Please note:

The accommodation is for those people named on your booking form only. You are not allowed to share or transfer the accommodation or let anyone else stay there.

The provisional booking will be held for one week to allow the deposit to be paid. Please pay as quickly as possible to avoid losing your holiday. In the chart below are the amounts for the deposit for villas and apartments.

Deposit 20% (£100 minimum) Balance 10 weeks prior to holiday Security / key deposit £100-£300 (depending on property)

## Paying for your holiday:

The deposit shown in the table above is the initial payment that will reserve your holiday.

If your booking is made after the balance due date as shown in the table above, then the full amount, including security deposit, will be due when you make your booking.

## Payment method:

Payment can be made either by bank transfer, debit card, credit card.

Currency for payment can be either Euros or Sterling.

## Credit Card Payments:

Where payment is made by debit/credit card the card details are not retained but shredded immediately after processing the payment.

If you would like to pay the balance by card you will need to provide the card details again.

Credit card details provided are not shared with any third party.

Credit card payments will be confirmed within 48 hours by email.

## Security Deposit:

The security deposit should be paid with the balance and will be refunded within two weeks after your holiday providing there are no damages or abusive use of facilities. If found, the balance of your deposit, less any deduction, will be returned to you within the same time-

scale unless more time is needed to obtain quotations for repair/replacement. Deductions can be avoided by replacing any breakages, or, by notifying our Maintenance Team who can organise repairs/replacements with payment locally. Cost will be for replacement of item/set where applicable and may include but not be limited to transport costs, installation costs, assembly costs and any other associated costs. Normal use of water and electricity and gas is included in your rental price (except where otherwise notified e.g. during winter season) but excessive use may be deducted from the security deposit. Retention of the deposit does not limit the liability of the hirer for any greater sum. If the majority of your group are young adults under the age of 25 an additional security deposit may be required.

**What happens next:**

Your booking will be confirmed to you, normally by email. This confirmation will tell you the date your balance is due and the amount you still need to pay. Please check all details carefully as any changes may not be able to be made later.

If you are late paying for your holiday it may be treated as cancelled and you may be charged the full cost of your holiday if you have not notified us of your cancellation.

Once your balance is received, you will be sent a receipt, plus a map and various other details that you will need for your holiday, including instructions for the key.

Please ensure that you have read all these details before you commence your holiday. If you do not receive this information, please phone to request a further set.

You must tell us your arrival time at the airport so that we can schedule cleaning.

A charge is made for each lost key. If you lose your front door key or lock yourself out, you will also incur a call out charge which is payable at that time. Please be careful with your key!

On arrival, please read the information book provided.

**If you need to make changes to your booking:**

If you want to change any details of your booking, we will do our best to help, but please check with us first. There may be supplements for additional people, or it may be that the accommodation is just not suitable for anyone else.

Any changes must be confirmed in writing and a new booking form completed.

**Keeping us informed:**

If you change email address, telephone numbers, or move house please let us know! We cannot communicate with you if we don't know how!

At any time when you are writing, emailing or phoning, please refer to the 'lead name' as on the booking form.

At all times, please check the accuracy of your booking details and our correspondence to you. Mistakes can happen, and we need to know from you if there are any errors before it is too late to correct.

**When you can arrive:**

It can take considerable time to clean the villas/apartments to the required standards and it may be that our team will not have totally finished cleaning when guests arrive. Standard time of arrival is 4pm and departure is before 10am. If your arrival time is earlier please let us know and we may be able to help.

**Other stuff you need to know:**

**Passports, visas, health requirements and travel documents:**

It is your responsibility to ensure that you are in possession of all necessary travel and health documents before departure.

**Prices and website accuracy:**

Although we make every effort to ensure the accuracy of the website information and prices at the time of loading, regrettably errors may occur. Please therefore ensure you check the price and all other details of your chosen arrangements with us at the time of booking.

**If YOU have to cancel your holiday:**

Please phone immediately, and confirm in writing to avoid being liable for any further payments. Once paid, the deposit and balance payments are non refundable. If you cancel after the due date for your balance, or if you fail to let us know, then the full amount will be due. Please request a letter that you can use for an insurance claim.

**If WE have to cancel your holiday:**

If for reasons beyond our control we are obliged to cancel a booking, a full and immediate refund shall of course be made and we shall be under no further liability.

**Behaviour:**

We reserve the right to refuse entry to any person or persons who arrive at their destination in an unfit state or manner of behaviour. We also reserve the right to terminate, without notice, the stay of anyone whose conduct or behaviour is threatening, abusive, or causing damage or annoyance to property, neighbours or any persons. In such circumstances we will be under no further liability to provide any further part of the holiday, any refund, compensation or any cost incurred by that person as a result of so doing. It is our goal to maintain the standards of our properties and comfort of all our guests and it is for these reasons that we are particular.

**Insurance:**

It is important that you take out an insurance policy to fully cover your holiday. This cover should include the cost of your accommodation in case you need to cancel and also for all risks during your holiday e.g. medical attention, accident. Please read your policy and take it with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. For those who participate in sport whilst on holiday it is your responsibility to ensure that you obtain the relevant insurance cover. Please be sure to apply for your E111 in sufficient time and to bring it with you on holiday.

**Complaints:**

In the unlikely event of anything not being satisfactory on your arrival or during your stay, it is vital that you advise one of the team as soon as possible so that we can investigate immediately and undertake whatever action is necessary to solve the issue. We will do our utmost to rectify any issue during your stay. We cannot be held responsible for personal likes and dislikes. If one of the team is not advised of any issue during your stay it will not be possible to resolve the issue and there will be no further liability. A charge may be made if a call out by an engineer or technician is considered unjustified.

**Accommodation maintenance:**

The accommodation is available all year round and so from time to time it will be necessary to carry out repairs and general maintenance. Naturally, we do our best to do this in periods of no or low occupancy, but it may be that certain facilities are not operational for a period of time whilst this essential maintenance is undertaken. It may be that some essential

maintenance is necessary during your stay.

**Cleaning:**

Normal cleaning and linen are included in the rental price. An additional charge may be made where extra cleaning is necessary for example removing stickers, blue tack, stains, pen marks from linen, floorings, furniture and walls.

**Liability:**

We cannot be held responsible for any construction, building or repair work carried out to an attached or adjacent property during the rental period. We cannot be held liable for any act, neglect or default, nor for any accident, damage, loss, injury, expense or inconvenience, whether to person or property, which a person may suffer or incur arising out of, or in any way connected with the rental. In addition, we accept no liability for loss of or damage to personal possessions. Nothing in these conditions excludes or limits the liability for death or personal injury caused by negligence or for any matter which it would be illegal to exclude or attempt to exclude their liability.

**Obligations whilst on holiday:**

You are not to exceed the number of persons indicated for the property or on the booking form.

You are not to sell or transfer the booking to another party.

You are to ensure that the property is left in a clean and tidy condition and that all utensils, equipment etc to be cleaned and that all furniture is returned to its original location.

You are to grant access to the owner to the property if required

You are required to behave in a manner so as not to offend or cause a nuisance to occupants of adjoining properties.

**Accuracy:**

We have tried our best to ensure the accuracy of these notes, but of course changes can occur for which we cannot be responsible.

**Acceptance:**

Your completed booking form and payment for your holiday is acceptance of these terms.