

CASA NOVA

31 Elena, Dona Pepa II, Quesada

Terms and Conditions

This form must be signed and returned by post with a 25% deposit to secure your booking. Cheques made payable to: D G Tester & R Mills

Please return to : 18 Welden Road, Scarning, Dereham, Norfolk NR19 2UB

1. The lead name of the party must be over 25.
2. Arrival/Departure: Please do not arrive before 3pm on your first day (if the villa is not let prior to your arrival it may be possible to arrange an earlier time) and leave by 11.00am on the final day. This ensures adequate time to service the villa.
3. Complaints: Please address all justifiable complaints to the housekeeper (see handbook in the Villa). If you are not satisfied with the outcome please call 0044 1362 851966 or put your concerns in writing to Ruth Mills at 18 Welden Road, Scarning, Dereham, Norfolk NR19 2UB. Every effort will be made to rectify any problem.
4. No: 31 Elena : All efforts have been made to provide every comfort. It should be noted however that there are steps leading to the front and back door and that access is difficult for wheelchair users. There is however a twin bedroom and small shower room/WC on the ground floor.
5. Booking deposit: Bookings must be accompanied by a cheque for 25% of the rental as a non-refundable deposit. Internet transfers are accepted and account details will be sent to you as necessary.
6. Payment of Balance: The outstanding balance (and the damage deposit of £100) must be paid at least 8 clear weeks before the arrival date. Should the balance not be received, the owner reserves the right to deem the booking cancelled. Any bookings made within 8 weeks of the arrival date must be paid in full.
7. Damage: A member of the property management team will inspect the villa prior to your stay and upon your departure. Cost of ANY damage or breakages will be deducted from the £100 damage deposit and any excess costs will be charged directly to the member of the party who has placed the booking.
8. Cancellation: In whatever circumstances the deposit is non refundable. If the booking is cancelled in writing by the group leader more than 4 weeks before arrival then 50% of the balance paid only will be refunded. Cancellations less than 4 weeks before arrival will not be eligible for a refund of any kind.
9. Public Liability: This booking requires that the lead client and all the members

of his/her group have taken out adequate personal travel insurance. The owner cannot be held responsible for failure to do so. The owner is **not** responsible or liable for any loss, damage, personal injury, or death of any persons named on the booking form or any other person that visits the property. The owner shall not be responsible for any loss or delay due to any causes beyond their control including bad weather, cold weather, and any 'force majeure'. The owner cannot be held responsible for any mechanical breakdowns of pumps, boilers, swimming pool systems etc or the failure of local utilities such as water and electricity. The owner cannot be held responsible for any noise or disturbance, which is beyond their control or originates outside the holiday villa. The owner confirms that the booking of the villa is solely for the use of the villa and not for transportation to and from it.

10. Cancellation by the owner: In the very unlikely event that the owner has to cancel the booking then a full refund will be made with no liability for any consequential loss, eg flights and car rental.

11. The Renters responsibility:

- The renter and his party will treat the accommodation with due care and leave it in the condition it was found. In the event of any damage or breakage please advise the housekeeper immediately.
- The **only** people allowed to stay in the property are those specified on the booking form.
- During the months of **July** and **August** the renters are not permitted to invite **any** other people to use the community facilities.
- Guests of the renters may only be allowed to visit and use the community facilities outside these months with the specific authority of the owner.
- To read the house Hand Book and abide by the rules and regulations stated. These are mostly commonsense and in place to ensure yours' and others' safety.

12. We would also like to respectfully remind you that CasaNova is on a residential community and would ask you to exercise courteousness and consideration at all times to all residents on the community.

Declaration

I confirm that I am the lead name of the booking and agree to the above terms and conditions on behalf of myself and all members of my party .

Signed.....Name.....Date.....