

## RENTAL TERMS AND CONDITIONS

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### 1. BOOKING

Once a provisional booking of accommodation has been made, the signed **BOOKING FORM**, together with the appropriate **DEPOSIT**, should be received **WITHIN FOUR DAYS FOLLOWING THE DATE OF THE BOOKING BEING MADE**. Only after written confirmation has been posted will the booking of accommodation become valid.

### 2. THE DEPOSIT

A booking deposit of **25%** is required immediately. This reservation is only valid and definitive upon receipt of the deposit. This deposit is **NON-REFUNDABLE**.

### 3. SECURITY DEPOSIT

A security deposit of £150 is payable with the final balance. This amount is fully refundable provided the villa and all its contents are left in good condition, when it is vacated. The amount will be refunded by cheque to your home address within two weeks of your departure.

### 4. PAYMENT

**THE BALANCE OF PAYMENT MUST BE RECEIVED NOT LESS THAN 8 WEEKS BEFORE THE DATE OF ARRIVAL**. Payment will normally be made by Bank Transfer or Cheque. The client will pay all currency transfer charges (if applicable). **THE EXCHANGE RATE IS THAT WHICH IS APPLICABLE IN YOUR BANK ON THE DATE THAT THE MONEY FALLS DUE**. The following are the bank account details:

**NAME OF BANK:** Northern Bank  
**ACCOUNT NAME:** Castlehill Properties  
Mrs J Wheeler  
**ACCOUNT NO:** 70309729  
**BRANCH:** Donegall Square West  
**SORT CODE:** 95-01-21  
**SWIFT:** DABAGB2B  
**IBAN:** GB34 DABA 95012170309729

The owner reserves the right to regard this booking as cancelled if the balance of the price remains unpaid after the due date, and shall be entitled to retain any deposit paid. For bookings made less than eight weeks prior to the arrival date, immediate payment of the total holiday cost is required.

#### ITEMS INCLUDED IN RENTAL PRICE:

- All electricity, gas and water charges
- Linen and towels
- Cleaning (once per week)

#### ITEMS NOT INCLUDED ARE:

- Toiletries

## 5. CANCELLATION TERMS

Any cancellation must be made **IN WRITING** by the person who signed the Booking Form. Cancellation of the accommodation will apply from the date that the owner receives the cancellation advice letter. The following procedures will apply in the event of cancellation.

- Up to 8 weeks – booking deposit is not refunded
- 4 to 8 weeks – 50% of full payment refunded
- 2 to 4 weeks – 25% of full rate refunded
- Less than 2 weeks – no refund

## 6. KEY ARRANGEMENTS /COLLECTION

These details will be confirmed on receipt of full payment.

## 7. DIRECTIONS

Detailed directions will be sent to you separately

## 8.ARRIVAL/DEPARTURE TIMES

- Bookings are normally Saturday to Saturday, however variations may occur.
- Guest will normally **CHECK IN** anytime after **4.00P.M.**
- Guests are requested to **CHECK OUT** at **10.00 A.M.** on the date of departure.
- The reason for the above times is that time is needed to prepare the villa for incoming guests.
- There is flexibility of check-in and check-out time (if there is no client departing or arriving that day). Please ask when booking.

## 9. CLEANING ARRANGEMENTS

- The villa will be thoroughly cleaned and prepared for your arrival.
- Mid-week there will be an **OPTIONAL** medium clean (i.e. bathrooms, kitchen, floors, and change of towels for guests), if you require this please let us know and we can arrange this (Cost **€10** per guest)
- For a two week stay, at the end of the first week there will be a change of bed linen and towels.

## 10.VILLA CAPACITY

The maximum capacity of this villa is for **TEN PEOPLE**. The only exception to this is for a small child where a Trundle Bed will be used or for an infant where a cot can be used (these are both available at the villa, on request at no additional cost). **PROSPECTIVE CLIENTS MUST INFORM THE OWNER OF ALL PERSONS WHO WILL BE RESIDING IN THE VILLA.**

## 11.PETS

Sorry, pets are not allowed.

## 12. CARE OF THE PROPERTY

The Guests are responsible for the property, including all fixtures, fittings and equipment during the period of hire, for the clean condition of all the utensils at the end of the hire, and for taking all reasonable care of the property and its equipment.

The property is fully equipped; bed linen and towels are provided; however you may wish to bring your own towel for the beach. Any losses or breakages must be paid for, and the Guests are advised to check the Inventory on arrival and to report any missing or damaged articles without delay.

## 13. RIGHT OF ENTRY

Representatives of the owner shall be allowed the right of entry to the garden at all reasonable times for the purposes of carrying out Garden and Pool Maintenance.

## 14. TRAVEL INSURANCE

It is a condition of the booking that you have comprehensive Travel Insurance. The buildings and owners contents are insured by the owner however you must ensure that your own personal possessions should be covered by your own travel insurance. We cannot accept any responsibility for medical expenses, costs of repatriation, loss or damage to possessions or any other costs, losses or damages of the kind of which would be covered by a Travel Insurance Policy. Also please take out adequate travel insurance to cover natural disasters and other events out of our control.

## 15. SMOKING

Smoking is not permitted anywhere inside the property.

## 16. CHILDREN

Clients must accept responsibility for the safety of their children at all times.

## 17. BEHAVIOUR

Clients are obliged to take care that the peace of the neighbourhood is not disturbed by themselves and/or their party. Failure to observe this condition may result in termination of the rental.

## 18. CONTACT DETAILS FOR YOUR STAY

During your stay, any issues/questions, **PAULA AND NIGEL MARSHALL** can be contacted at all times to assist you.

Contact details are:

- Nigel and Paula Office Telephone: **952 885 363**
- Paula Marshall Mobile: **651 776 079**
- Nigel Marshall Mobile: **625 547 499**

## 19. COMPLAINTS

We do want you to enjoy your holiday and therefore will do our best to help resolve your justifiable complaints regarding the accommodation. **PLEASE CALL ME DIRECTLY ON MY MOBILE NUMBER 00 44 7796 277 605** and I will deal immediately with your issue.