



Terms & Conditions

1. **Reservations & Confirmations** : You can reserve Villa Chloe, 58 La Goleta (“The Villa”) by any of following methods :
 - a. You can reserve “The Villa” by telephoning “The Owners” (Deborah & Tony Humenko on 01332 781822), to obtain both a reservation number and a confirmation number over the phone ; or
 - b. You can reserve on-line at either www.ownersdirect.co.uk/canaries/c462.htm or www.holidaylettings.co.uk/rentals/playa-blanca/82960 and we email you a confirmation number by return (providing “The Villa” is available).
2. Reservations will expire 7 days after being issued by “The owners” (or on receipt of a booking form and payment if earlier).
3. **Bookings** : You can Book “The Villa” by sending “The owners” :
 - a. A satisfactorily completed ‘Booking Form’ (which must include reservation number and a lead name signature) ; and
 - b. A deposit (of £200 per week, which is non-refundable)
4. **Confirmation of your Booking** : “The owners” will confirm your booking to you within 7 days of receipt of your booking form and deposit.
5. **Balance of Payment** : The balance of your holiday should be paid eight weeks before departure (and MUST be paid by no later than Six weeks before departure). “The owners” will send a single reminder for payment Ten weeks before the start of your holiday. No further reminders will be issued.
6. **Security Charge** : You must pay a security charge of £100 per week at the time of paying your final balance. This sum will be refunded to you once the management company have confirmed that you have left “The Villa” in a reasonable state (see ‘Duty of Care’ and ‘Defects’). Any breakages or damage will be deducted from this sum and notified to you in writing.
7. **Payment not received** : “The owners” reserve the right to give notice in writing that your holiday has been cancelled, if they do not receive full and final payment by the due date.
8. **Late Deals** : If your reservation/booking is made under one of our “Late Deal” offers (at a reduced rate), full and final payment is required immediately. Late Deals will only be offered on available dates within six weeks of departure.
9. **Insurance** : You are strongly advised to arrange comprehensive travel insurance (including cancellation cover) and to have full cover for the party’s belongings, public liability etc since these are not covered by “The owners” insurance.



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10. **Emergency Medical Treatment** : If you are travelling from the UK, you are advised to obtain EHIC (European Health Insurance Card) from the Post Office to enable UK residents to obtain emergency medical treatment in Lanzarote.
11. **Changeover** : Unless expressly stated otherwise, “The Villa” will be available to you at 16:00hrs (local time) on the day of arrival and you must vacate by 10:00hrs on the day of departure.
12. **Maximum number of Occupants** : The maximum number of people that can reside at “The Villa” will be stated in your booking form. This must not be exceeded without the owners written consent.
13. **Duty of Care** : Tenants agree to be considerate (to neighbours) and to take good care of “The Villa” and to leave it in the same state as they found it on their arrival. Although a final clean is included in the price, “The owners” reserve the right to charge for additional cleaning if you leave it in an unreasonable state.
14. **Defects** : You must report to “The owners” agents (contact details will be provided on arrival), any defects in “The Villa” or breakdown of any appliances, machinery etc, without delay in order that repairs or replacement can be made immediately.
15. **Owners Liability** : The owner shall not be liable to the tenants :
 1. For any temporary defects or stoppage in the supply of public services to “The Villa”, nor in respect of any temporary loss of appliances, equipment, swimming pool etc
 2. For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond “The owners” control ; or
 3. For any loss, damage or inconvenience caused to or suffered by the tenant, if “The Villa” is destroyed or substantially damaged before the start of your holiday and in any event, “The owners” shall return all sums paid in respect of the holiday within seven days of notification of such damage.
16. Under no circumstances shall “The owners” liability to the tenant exceed the amount paid for the rental period.
17. This contract shall be governed by English Law in every particular including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England.