



Villa Kalmaro – Terms & Conditions

1. Confirmation of Booking

Once you have made your booking you need to pay your deposit. The deposit will be 25% of the rental amount. You can pay your deposit by credit/debit card over the telephone or by cheque through the post. There will be a 3% surcharge on all credit card transactions. Within 14 days of receiving your deposit, you will receive by post, a confirmation invoice with full details of your booking. Please check your invoice carefully and if you have any queries, please contact us immediately.

2. Payment

You must pay your final balance at least 8 weeks before your holiday departure. If the balance is not received by the due date, we have the right to cancel your booking. Your pre-paid deposit will not be refunded.

3. Accommodation

The villa may not always be ready on arrival before or at midday. Some holiday flights are night flights and arrive in the early hours of the morning. In these cases the accommodation is immediately available on arrival as it has been reserved for the whole night and this counts as one of your holiday nights. In some cases, day flights depart early in the morning and arrive at the villa before midday. This does not count as one of your holiday nights and there may be a wait before your villa is made available. On the last day of your holiday, it is standard practice to be asked to check out of your room at 12 noon. Where possible we will make arrangements for you to have the use of a room to leave your luggage and freshen up before your flight.

4. Cancellation

If you have to cancel your holiday, you must submit in writing either by email or by post. The cancellation date is the date that we receive written notice of cancellation in our office. You will have to pay a cancellation charge. This is the full deposit if you cancel 49 days before departure. If you cancel 49 days or less before departure the charge is a percentage of the total invoice price and is:

29-49 days before departure	50%
22-28 days	70%
08-21 days	90%
Within 7 days of departure	100%

Important

We reserve the right to cancel any reservations caused as a result of force majeure, war or threat of war, riots, civil strike, terrorist activity, industrial disputes, technical problems to transport, natural or nuclear disaster, fire or adverse weather conditions, closure of airports or similar events beyond our control. If we make such a cancellation, we will offer the client a refund of all monies paid in respect on their reservation.

5. Conduct

If your behaviour or the behaviour of any member of your party, during any element of your holiday, is considered to be likely to cause damage to the property or transport, we reserve the right to immediately terminate your villa occupancy. Any damage will be deemed the responsibility of the occupants and financial compensation will be sought.

6. Travel Documents and Holiday Insurance

You are responsible for ensuring that you have the necessary travel documentation and adequate holiday insurance.

7. Complaints

If you have a problem, this should be reported immediately to your local representative to be resolved.