

Booking Terms and Conditions

By paying your deposit you are agreeing to the following booking terms and conditions:

1. The agreement of booking terms and conditions is between **the Hirer** and the **Property Owner** of Lemon Tree Villa, The Old Wall, Pissouri Bay. The agreement is effective once deposit payment has been received by the Property Owner and written confirmation of the booking is dispatched to the Hirer.
2. **Bookings** will not be accepted from persons under the age of 18. We reserve the right to refuse bookings at our discretion.
3. **Occupancy:** The maximum number of people (excluding babies 0-2 years) to be accommodated should not exceed 4 guests. We reserve the right to refuse entry to a property if the maximum number of 4 is exceeded.
4. Only members of the party named on the booking form are allowed to occupy the villa.
5. The property shall be used for the purpose of holiday only.
6. The holiday period booked may not be exceeded unless written permission has been given by the Property Owner and all additional charges have been agreed and paid.
7. All property information displayed on our website is given as accurate. Although we aim to ensure the descriptions and records are as accurate as possible, certain changes and updates may occur.
8. **Furniture and Equipment:** The villa will be furnished and equipped for the maximum number of people stated in booking confirmation. When requested, a cot will be supplied with mattress and a highchair. Guest must supply their own cot bedding.
9. **Bookings and Payments:**
 - Provisional bookings made by telephone or email must be followed by receipt of deposit payment within 2 days.
 - All payments need to be made by bank transfer.
 - Account details are specified in the booking confirmation email.
 - Deposit of 10% of holiday cost must be received by Property Owner to confirm holiday.
 - Until deposit is received, any reservation made is provisional and may be varied or cancelled without notice.
 - Balance of the holiday is due 10 weeks before the Hirer's holiday begins.
 - We reserve the right to re-advertise the property if no payment is received by that date.

Cancellation Policy:

It is highly recommended to take out a travel insurance to cover flight cancellation, loss of luggage, theft, personal injury and medical emergencies.

- Loss of booking deposit if cancelled more than 10 weeks before holiday start date.
 - 50% of balance is refunded if cancelled 5 to 10 weeks before start date.
 - Loss of 100% of balance if cancelled less than 5 weeks before start date.
 - If we are able to re-let the property on your behalf, we will return your rental payment in full, less the deposit.
 - The Property Owner must be informed of cancellations before the commencement date of the holiday.
 - The decision of the Property Owner will be final in all cases.
 - If you need to cancel your holiday, please telephone the Property Owner immediately by telephone and follow up by e-mail within 2 days.
10. The main condition of acceptance of any booking is that **good care** is taken of the property. The Property Owner reserves the right to refuse future bookings if good care has NOT been taken of the property.
11. **Security Bond:** A refundable security bond is required of 250 GBP 250 Euros
- To be paid by a bank transfer when final balance is due (10 weeks before start of holiday)
 - This will be returned in full when we receive confirmation from the **Management Team** that the property has been left in a respectful condition.
 - All damages and breakages are the legal responsibility of the Hirer and should be notified to the Management Team before your departure date. Minor damage or breakages will not be charged but in circumstances where there has been breakage or damage beyond what is reasonable, the Property Owner reserves the right to charge you.
 - Hirers and their visitors will be expected to leave the property (especially kitchen appliances and utensils) clean and tidy. Extra cleaning will be charged.
 - Should there be a dispute regarding the return of the Security Bond the local Management Team word will be final, supported by photographic evidence.
12. **PETS:** pets are not accepted.
13. Strictly **NO** smoking inside the property.
14. **Check in and check out:** Check in and out times must be strictly adhered unless by prior agreement with local Management Team. We reserve the right to charge for an additional day's occupancy in case of late check out without permission.
15. **Complaints:** If the Hirer is not satisfied with the accommodation provided, he/she should contact the Management Team upon their arrival. Property Owner will not respond to any complaints received after the holiday has ended unless they are previously made aware of the issue.

16. Property Owner shall not have any liability to Hirer or any of the holiday party for any **personal injury, illness, loss, or damage to your property nor for the loss or theft** of any property or money during your stay. The use of the property and all villa amenities is entirely at your risk.

17. **KEYS** (front door and car port/utility room door) are available in a key safe located outside the property. You will be sent the code with your final booking confirmation along with directions to the Lemon Tree Villa. Please do not share the code outside your booking party.

When checking out, the keys must be returned as agreed. If keys are not returned, then a charge will be incurred to the hirer to cover locksmith costs to replace keys and change locks.

18. **Security:** When vacating the property, the guest and his/her party are required to ensure that all windows and doors must be checked and securely locked. A safe is available for use.

18. **Air Conditioning:** fair use of air conditioning. Close doors and windows when A.C. units are in use.

19. **Wi-Fi:**

- Internet is provided in good faith and may, occasionally, be subject to loss of connection. Property Owner will not accept any liability or responsibility if the service is not available or not functioning.
- When using Wi-Fi, the Hirer and any visitors is liable for any data/information downloaded during the dates of their stay.
- Any excessive downloads will be charged for.

21. **TV and mobile** reception vary considerably in this area and reception can be dependent on weather conditions.

22. Where an **appliance** malfunctions the Management Team will try to solve the problem as soon as possible.

23. **Access to Villa:** The Management Team may require access to the villa during your stay to undertake regular maintenance e.g. gardening, pool maintenance, emergency repairs. The Management Team aims to coordinate this work on changeover day. However, when this is not possible, access must be given for emergency/essential repairs. Prior arrangements should be made between the guests and the local Management Team.