

HOLIDAY RENTAL AGREEMENT; TERMS AND CONDITIONS

1. Making your Booking

Please sign and return the completed rental agreement with your initial deposit to confirm your booking. We will issue written confirmation of booking after receiving your deposit, any non-confirmed booking deposit will be returned in full.

Paying for your Booking

We require you to send us the balance of the Rental and the security deposit at least 8 days prior to arrival date, or booking may be treated as cancelled by you.

The initial deposit of 30% is non-refundable if cancelled after 12 days prior to arrival date.

We will hold the security deposit to be applied against the reasonable costs of damage and/or cleaning of an unacceptable nature. We will return the security deposit within 7 days of receiving the keys less any deductions if any.

If you cancel or amend you booking.

If you need to cancel or amend you booking please phone first on the number shown on the booking confirmation, then confirm by email.

If we cancel or amend your booking

If we cancel or amend a confirmed booking (unforeseen events, fire, flood etc.), all your payments will be returned in full, if cancelled.

Your accommodation.

Arrival at check in time. Please phone the number on your booking confirmation about half an hour prior to arrival to allow us time to meet you at the villa with keys and show you through.

Check out time. You must leave by the check-out time on the departure date, unless we have agreed to another time.

Your obligations

You agree with these Terms and Conditions and you are responsible for visitors and guests you permit to enter the property and any damage they cause.

When vacating the property you must lock all doors and windows, when checking out you may leave the keys on the shelf or cupboard near the front door, then lock the door.

Please confirm your departure by phone. Thank you.

Departure cleaning.

Remove all food from refrigerators, put all rubbish outside into the skip bins in the carpark area, rinse off any used kitchen dishes, cutlery etc. and leave on the sink and/ or bench top.

Beds may be left unmade, we arrange the laundry.

Please turn off all TV's, air conditioners, fans, lights and heated towel rails.

Please leave all remotes in their brackets or on the table or bench in front of the device they operate.

In parting, Helen and I hope you have had a most enjoyable and memorable stay.