

## Plaza Andalucía-Uno ~ Terms & Conditions 2016.

**THE CONTRACT:** The contract entered into is between N.S.Tresilian (the Owner) and the person completing and signing the Booking Form (the Hirer). The contract is not effective until the required payment has been received in full and confirmation of its receipt sent from the Owner to the Hirer.

**BOOKING:** Bookings cannot be accepted from persons under the age of 18 years, or from parties where the majority of members are under the age of 18 years (except families or supervised groups). The number of persons using the holiday property is not to exceed a maximum of 8 without the owner's permission in writing. (For these purposes infants under 2 years old are not normally counted as members of a party). The Owner reserves the right to refuse entry to the entire party if this condition is not observed. The Hirer will be responsible for all persons included on the form and should ensure that they are aware of the booking terms and conditions. The Owner reserves the right to decline any booking or refuse to hand over a key to any person who has not complied with the booking conditions.

**RESERVATIONS:** Provisional reservations must be confirmed within 7 days by the arrival of a booking form and the required deposit. Provisional reservations not thus confirmed will be cancelled after 7 days without further reference. To secure a reservation: (a) Complete all parts of the booking form, including payment by PayPal (b) Tick the box to say you accept these terms and conditions and (c) send.

**PAYMENT:** The deposit required is 30 percent of the rental fee if the booking is made more than 6 weeks prior to the start of the rental. The balance will be due no less than 6 weeks before the holiday commencement (reminders will not be sent). If the balance is not received within the time specified the Owner reserves the right to cancel the booking and retain the deposit. Bookings made within 6 weeks of the start of the holiday require payment in full at the time of booking.

**METHODS OF PAYMENT:** All payments must be in Euros and will normally be made by PayPal. For details regarding direct transfer please contact us directly.

**HIRE CHARGES:** The hire charges are fully inclusive of hot water, electricity, towels (for inside and outside use), linen, a 'welcome' pack, gas for the barbecue and a starter pack of firewood/kindling for the stove.

**EXTRAS:** The Hirer will be invoiced on departure for any additional charges or damages incurred. Immediate settlement is required.

**CANCELLATION:** Once a booking is confirmed by payment in full, the Hirer is responsible for the total cost of the holiday. Any cancellation must be made in writing.

**CANCELLATION INSURANCE:** The Owner recommends the Hirer take out a holiday cancellation insurance scheme with [www.travelplandirect.com](http://www.travelplandirect.com) or other agency of choice, unless already so provided. The contract of insurance is made between the Hirer and the Insurer and any claim under the policy should be made direct to the Insurer in accordance with the policy terms and conditions. In the event of a cancellation for any cause not covered by the cancellation insurance the Owner will endeavour to re-let the property and if successful may refund any or all monies paid, less the non-returnable deposit and an administrative charge of €40 per hiring week.

**BOOKING ALTERATIONS:** Any change by the Hirer in holiday dates will be subject to the agreement of the Owner. Any alteration to a booking by the Hirer will be subject to an administrative charge of €40. Any request by the Hirer for transfer of booking to another week(s) will be treated as a cancellation of the original reservation. If for reasons beyond the Owner's control the Owner has to cancel or alter arrangements made by the Hirer, the Owner will make every effort to offer an alternative booking if one is available. If the Hirer does not accept the alternative offered, the Owner will return to the Hirer any monies paid whereupon the Owner's liability will cease.

**OCCUPANCY:** Saturday to Saturday in season. Negotiable when short breaks are available. Guests are requested to arrive no earlier than 4pm and to vacate CASA UNO no later than 10am on the day of departure, unless special arrangements have been made (the housekeepers have only a limited time to prepare the property for the next guests, and you are asked to respect this).

**CARE OF THE PROPERTY:** The Hirer agrees: (a) To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied. (b) To pay for any loss or damage however caused, excluding reasonable wear and tear incurred during occupation. (c) Not to cause nuisance or annoyance to occupants of nearby property. (d) To allow reasonable access to the owner or their representative if it is deemed necessary.

**UNREASONABLE BEHAVIOUR:** If in the opinion of the Owner any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by the Owner as discharged and the Owner may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.

**SAFETY:** The hirer agrees that the supervision of children, babies and any adults requiring care remains the responsibility of the hirer at all times.

**SMOKING:** Please do not smoke inside CASA UNO. Ashtrays are provided outside should they be required.

**DESCRIPTIONS:** Whilst the Owner makes every effort to ensure the accuracy of property descriptions, descriptions are inevitably subjective and for guidance only. If there are any points of particular importance, please contact the Owner or his representative to clarify information. Whilst the Owner has taken all responsible steps to ensure that the information contained in the brochures, tariffs, leaflets and advertisements is accurate, the Owner reserves the right to alter, substitute or withdraw any service, facilities or amenity.

**LIABILITY:** The Owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, heating, electrical services, or exceptional weather. No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the Hirer or any member of the party during their occupancy.

COMPLAINTS: If in the opinion of the Hirer there are grounds for complaint, it is the duty of the Hirer to take it up with the Owner or the Owner's representative as soon as is reasonably possible and in any event before departure to allow remedial action to be taken. It is specifically agreed that in the event of failure by the Hirer to notify the Owner of any complaint as soon as is reasonably possible, the Owner will be entitled to refuse to entertain the complaint, irrespective of its merits.

WAIVER: The failure of the Owner to enforce or exercise, at any time, or for any period of time, any term of, or any right pursuant to this Agreement does not constitute and shall not be construed as a waiver of such term or right.

LEGAL PROVISIONS: The construction, validity and performance of this Agreement are regulated under the Spanish law of Urban Lettings (Ley de Arrendamientos Urbanos, No. 79/1994). The parties agree to submit to the jurisdiction of the Spanish Courts. The Hirer agrees that the Contract with the Owner is made at the Owner's premises in Spain. Proceedings between the parties shall be conducted in the Court nearest to the Owner in Spain. Clause headings are for convenience only and do not form part of or effect the interpretation of this Agreement.

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