

BOOKING AGREEMENT AND BOOKING CONDITIONS

BOOKING & CONFIRMATION

All bookings are made and accepted subject to the terms set out in these conditions.

When you make a booking we will confirm the booking as soon as we receive your completed booking form with a deposit of 20% of the total costs. Once you have received your receipt and confirmation we guarantee that the price of that booking will not change for any reason (unless there are additions requested by you). The balance becomes due 8 weeks prior to your arrival.

OCCUPANCY

The maximum number of clients that can be comfortably accommodated is shown on the villa detail sheet. Total occupancy will be agreed at the time of booking and includes adults and children over 2 years. This cannot be exceeded, as this will render the rental invalid.

BOND

Assuming that the villa has been left in a clean and tidy condition and there are no reported breakages/damages your bond will be returned to you within 2-3 weeks of your return.

ARRIVAL & DEPARTURE

Your accommodation will be ready for occupation at 14.30hrs (2.30pm) on the first day of your villa booking. It is vital that you contact us immediately should there be any fault or damage to the villa on your arrival.

In order for us to prepare the villa for the next clients we request that the accommodation is vacated by 10.00am on the last day of your villa booking, unless you have written prior arrangements from us. (This will normally be granted where there is no immediate follow on booking).

Please leave the villa in a clean and tidy condition, as your bond may be forfeit.

BREAKAGES

Any breakages must be replaced with an item of similar quality or reported before you vacate the villa. We reserve the right to charge you (either during or after your stay) for any loss or damage to our property incurred during your stay by you, your party or your guests.

CANCELLATIONS

If you find it necessary to cancel your booking, the following charges will apply:

Deposits are non-refundable.

60 to 30 days prior to arrival	50% of rental
29 days prior to arrival	100% of rental

CONTACT DETAILS - whilst at the villa

In the event that you need to contact us for any reason please use the following numbers or call the Santomero Office (Office hours only whilst at the villa).

First Contact

Jerry Dilger (Anytime)

Tel: 00 44 (0) 1274 813017 Mobile:+ 44 (0) 7976 828437

Local Agent (Office Hours)

Vivian da Sa

Santomero - Sociedade

Guia

Tel

Outside office hours (Emergencies Only)

Vivian da Sa

Mobile: 0964036893

BEHAVIOUR

We request clients show consideration for neighbours and other clients. Please treat the accommodation and facilities with respect and care so that others may continue to enjoy them. Please drive with consideration on tracks and roads; this is for reasons of safety as during the dry season dust clouds can form behind speeding vehicles on minor roads. We or the villa management reserve the right to terminate the rental without compensation; for any malicious damage, or unreasonable behaviour by any person in your party, which may impair the enjoyment, health or safety of any others.

DUE TO DAMAGE CAUSED BY SMOKING THE VILLA IS NOW NON-SMOKING ASHTRAYS ARE PROVIDED FOR SMOKING IN THE GARDEN AND POOL AREAS ONLY. WE THANK YOU FOR YOUR CO-OPERATION.

WE REQUEST THAT CLIENTS REFRAIN FROM USING THE VILLA FURNITURE WHILST WEARING WET SWIMWEAR AS THIS CAN CAUSE DAMAGE TO SOFT FURNISHING. WE ALSO REQUEST THAT YOU BRING YOUR OWN BEACH TOWELS TO USE AROUND THE POOL AND TO THE BEACH. BATHROOM TOWELS AND BEDROOM LINEN IS PROVIDED.

The use of the villa, pool, gardens and facilities are used at your own risk. Please take extra care, particularly in the pool and BBQ areas. Children should be supervised at all times when in and around these areas. Whilst every effort has been made to ensure the safety of you and your party, ultimately it is your responsibility to make sure your party and guests are safe.