

TERMS & CONDITIONS

How to book - If you decide to stay at our apartment please telephone or e-mail us with the dates you would like to reserve. We will then send you a booking form/rental contract to complete and return along with a cheque for 20% deposit of the total apartment rental price.

Please make the cheque payable to:-
and send it to:-

**MRS A. ARNOTT
2 STAR CARR COTTAGES
LEVEN ROAD, BRANDESBURTON
EAST YORKSHIRE, YO25 8RU**

Alternatively, payment can be made with a bank transfer. If you would prefer to use this method please contact us by telephone and I will give you the required details.

As soon as we have received your deposit and signed booking/contract form we'll send you a receipt and confirmation of your booking which will include the date your final balance must be paid by, which should be no later than 8 weeks prior to the commencement of the apartment rental. Let us know if you would like us to send you a reminder of the date for the final balance as this won't be any trouble. If your payment hasn't arrived by this date we will assume that you have decided to cancel your booking. (Please see the cancellation conditions below). If, after you have confirmed your booking you decide to alter your arrival/departure date we will do our utmost to make the requested changes. Please do not hesitate to contact us and we will try to accommodate any alterations you may wish to make to your booking. As soon as the full cost of the holiday rental has been paid we will send you a receipt along with the full address for Casa Del Naranjal, detailed directions and maps etc. Our British friends who live in a neighbouring apartment look after the property for us and are the key holders, so at this point we'll also send you their address and telephone numbers. They are a friendly and approachable couple and if you experience any urgent problems during your stay they will endeavour to assist you, however, it would be appreciated if they are only contacted in an emergency.

- We strongly recommend that you organise holiday insurance for each party member from the moment of booking, which includes cancellation (including flights) cover, liability and personal liability cover + liability for loss, damage or injury which may arise - giving you peace of mind should anything unforeseen happen before or during your holiday. Our liability is limited to the terms and conditions within our Spanish insurance policy only. You may also wish to get a European Health Insurance Card (EHIC) - www.directgov.uk - which will cover the cost of any emergency medical treatment which may be required in the event of an accident or illness during your holiday●

Cancellations - The person who has signed the booking form must make a cancellation for and on behalf of your party in writing. If unfortunately, you are forced to cancel your booking before the final balance has been paid we will try our best to re-arrange your reservation and re-book alternative dates at your convenience. If, in the unfortunate event, you have to cancel after making the full payment we reserve the right not to refund the apartment rental price, but we will refund the Damages/Excessive Cleaning and Garage Deposit and any extras you may have booked in full, ie: groceries. You should be within your rights to claim any losses on your independent holiday insurance should this occur. If, in the unlikely event, that circumstances beyond our control require a booking to be cancelled by us, a full refund for all monies paid for the rental will be made.

On Arrival - You can occupy the apartment from 3.00pm on the day of your arrival and must vacate it by 10.00am on the last day of your stay, however this may be flexible depending on when the previous guests are leaving and the expected arrival time of the next guests, so if you would like to arrive earlier/later please ask us and we'll try to help with your request. You will find complimentary basic provisions such as milk, bread, butter, tea and coffee upon your arrival. If you require further grocery items - possibly due to a late expected arrival time - then this can be arranged at an extra cost.

We regret that no animals are allowed.

Casa Del Naranjal

BOOKING FORM / RENTAL CONTRACT

PARTY NAME (Leader First) Mr/Mrs/Miss-Initials/Surname - (age if under 16)

1	5
2	6
3	7
4	8

DATES REQUIRED FROM: _____ **DEPARTING:** _____ **NO. OF WEEKS:** _____

PLEASE GIVE THE FOLLOWING INFORMATION SO THAT AN APPROPRIATE TIME FOR KEY COLLECTION CAN BE ARRANGED

ARRIVAL AIRPORT: _____ **FLIGHT NO:** _____ **EXPECTED ARRIVAL TIME:** _____

RETURN FLIGHT TIME: _____

PLEASE NOTE THAT THE APARTMENT MUST BE VACATED BY 10.00am ON THE LAST DAY OF YOUR STAY. IF YOU HAVE A LATE FLIGHT HOME IT MAY BE POSSIBLE TO STAY A LITTLE LATER. PLEASE ASK US TO SEE IF THIS WILL BE POSSIBLE.

DO YOU REQUIRE LINEN FOR SINGLE FUTON BED (Main Living Area) _____ BED LINEN & TOWELS ARE PROVIDED (not beach towels)

I require the use of the garage for storage _____ I require vehicle access to the garage _____ (we ask for a refundable £60 deposit which covers the cost of replacing lost remote control which operates the outer garage door. This will be refunded promptly within 7 days of your return home).

I CERTIFY ON BEHALF OF THE PERSONS ON THIS BOOKING FORM THAT I/WE HAVE READ AND AGREE TO THE CONDITIONS OF THE RENTAL AGREEMENT AS DESCRIBED ON THE BOOKING FORM. I UNDERSTAND THAT ONLY THE PERSONS MENTIONED ON THIS FORM MAY OCCUPY THE APARTMENT UNLESS PREVIOUSLY AGREED IN WRITING. MYSELF AND MY PARTY AGREE TO VACATE THE PROPERTY ON THE DATE SHOWN ABOVE BY 10.00AM AND RETURN THE KEYS TO THE PROPERTY IMMEDIATELY. ON VACATING THE PROPERTY I/WE AGREE TO REPORT ANY DAMAGES OR BREAKAGES CAUSED DURING THE PERIOD OF OUR STAY AND WE WILL LEAVE THE APARTMENT CLEAN & TIDY.

PARTY LEADERS NAME: _____ **DATE:** _____

SIGNATURE: _____ **EMAIL:** _____

TELEPHONE: _____ **ADDRESS:** _____

RENTAL PRICE - _____

DEPOSIT (20%) - _____

BALANCE TO PAY - £ _____

*(Including Refundable Damages/Excessive Cleaning deposit and/or Garage Deposit which will be returned within 7 days of vacating the apartment) *Please see the note below*

DUE DATE OF OUTSTANDING BALANCE
(8 weeks prior to commencement of rental)

*** We ask for a Refundable Damages/Excessive Cleaning Deposit of £150 when you pay the final rental balance. We will refund this deposit promptly within 7 days after you return home from your holiday, providing everything has been left in a satisfactory state. All guests are responsible for any breakages, damages or losses to any property or contents. We would be grateful if any breakages or damages can be reported to the key holders during your stay so that matters can be rectified before the next guests are due to arrive.**

We would be grateful if you would leave the apartment in the similar clean state to which you found it ensuring that we can return your Damages/Excessive Cleaning Deposit in full and without delay.