

TERMS & CONDITIONS

Nerja Sun

- 1) A deposit of £200 (villa/townhouse mid/high season) or £100 (apartment all year, villa/townhouse low season) for each week booked, is payable when booking. This is non-returnable in the event of any cancellation, notification of which is required in print by post, facsimile or email and authenticated by the person who completed the Booking Form. We would strongly recommend having adequate holiday insurance from the time of your deposit payment. We also recommend having the UK's new GHI card, or continue using the non-renewable EHI card, which remains valid up to the expiry date.
- 2) The balance on our confirmation receipt letter is due eight weeks before departure, and we reserve the right to re-let the accommodation if this condition is not met. A returnable deposit of £100 will be included in this receipt letter and retained until after the rental, when it will be promptly returned, preferably by internet banking. For cancellation within eight weeks of departure, the client forfeits the deposit, unless we agree to carry forward all, or part, of the deposit to a future date.
- 3) The reservation is from 16.00 (4.00pm) on the day of arrival, up to 10.00am on the day of departure, any variation of these times is by prior arrangement, or if there is no same-day changeover. Please leave the accommodation and all the kitchen equipment clean and tidy with the inventory complete. Should you fail to do so, and extra cleaning is required or items of the inventory are missing, then the appropriate sum will be deducted from the deposit before its return.
- 4) The maximum occupancy of the accommodation must not exceed the number of beds as stated in our advertising, unless we receive prior notification for a baby in a travel cot or similar.
- 5) You are responsible for the keys whilst they are in your possession and for their safe return to our Agent. Once we have received confirmation the property has been checked, then your deposit will be returned promptly by internet bank transfer or cheque. If the loss of a key, or its misuse through leaving it on the inside of the lock, precludes access, you are liable for any subsequent Agent and locksmith call-out charges. We retain the right of access to the garages at all times.
- 6) We expect guests to abide by the relevant Urbanisation regulations and generally conduct themselves in an acceptable manner. We reserve the right to terminate a client's contract if this is not met, and accept no liability for any subsequent circumstances which may arise.
- 7) In the unlikely event of a complaint, either on arrival or during your stay, firstly our Agent in Nerja, then ourselves, must be advised within 24 hours. Matters can often be sorted out on the spot, and in the event of this proving impossible, all representations concerning the problem must be submitted in writing within 28 days of your return. If the property is voluntarily vacated, then no refund will be due.
- 8) If a signed Booking Form, including passport number, is not submitted along with the deposit, the deposit itself indicates acceptance of the above Terms and Conditions, which form a Contract between us in accordance with British law within the exclusive jurisdiction of British courts. The Contract exists from the time you receive our confirmation receipt letter.

We are willing to advise on the suitability of Nerja for your holiday, though any advice, verbal or written, is merely our opinion, not a definitive guide, and therefore we accept no liability for any such opinions expressed. For further information on the area, we suggest using internet search facilities and the numerous links on our own website, **www.nerja-sun.com**. If you arrange car hire directly with any company we may suggest, or we arrange transport to and from any airport or railway station, under force majeure, we will not accept any liability for travel delays or disruptions due to events beyond our control. Our properties fully comply with the Decrees 13/2011 and 28/2016 Tourist Rental Regulations of Andalucia.

Provisional bookings are held for three days pending receipt of your deposit, either via our online debit or credit card facility, internet transfer or bank deposit, along with an emailed signed Booking Form. For a direct bank deposit, details will be supplied upon request. Once these are received, a confirmation receipt/final invoice will be emailed or posted to you. If you do not receive our reply after a week, we request you contact us to confirm our receipt of your payment. When we have received the balance payment, final information will be emailed or posted, along with our British Agent's contact details and key collection arrangements. A reduced deposit for longer lets is available, subject to mutual agreement. We still accept postal booking forms, but not cheques, our address details supplied upon request.

X

BOOKING FORM

Please book: [Villa Mimosa] [Townhouse/Villa Alamar] [Apt. 'C' Pueblo Mediterraneo] (delete not applicable)

Date From..... Date To.....

Agreed Rental £..... No. of persons..... Cot / High chair... Yes / No

Name.....

Address.....

.....Post Code.....

Telephone No.....Email address.....

The above Terms and Conditions have been read and accepted by me on behalf of all members of my party, by whom I am duly authorised to make this booking. I confirm I am over eighteen years of age.

Signature.....Passport no.....Date.....

Sort code & acc. no. for the returnable deposit via online faster payments (UK only).....
(Supplying your details, even if payment is via debit or credit card, will mean avoiding both waiting for the post and for our cheque to clear).