

# Booking Terms and Conditions

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## 1. Reservations

Confirmation of reservations is subject to availability at the time an email is received, confirming acceptance of price, and appropriate payment is promptly received by us and in all cases are subject to acceptance of the following Terms and Conditions. A signature on a booking form will be taken as acceptance on behalf of all members of the party. Should it be impractical for a written booking to arrive by us prior to departure (e.g. in the case of last minute bookings made by telephone), receipt of payment by credit card, direct bank transfer or any other arrangement mutually agreed constitutes acceptance of our booking conditions. No booking can be regarded as firm until confirmation is received. The person making the booking must be 18 years of age or over and in the event that all members of the party travelling are under 18 it is necessary to seek prior acceptance of the booking.

## 2. Insurance

As a condition of booking, it is required that clients take out recommended holiday insurance and arrange a policy themselves. Recommended insurance is considered to provide adequate cover for normal requirements and it is a client's responsibility to arrange any additional cover that may be required. It is strongly recommended that insurance is taken out at the time of booking. Links to a selection of insurers can be found on our website on [www.holidayingrancanaria.co.uk](http://www.holidayingrancanaria.co.uk) under links, Insurance. We do not accept however, any responsibility for any insurance taken out with these companies.

## 3. Payment

When making a booking LESS THAN 8 WEEKS/56 DAYS prior to the departure FULL PAYMENT is required at the time of booking. When making a booking MORE THAN 8 WEEKS/56 DAYS prior to departure a deposit of 25% OF THE TOTAL BOOKING VALUE is payable at time of booking.

The balance in full must be paid no later than 8 weeks before departure. In the event of payment not being received in full by the due date we reserve the right to cancel arrangements made and levy charges as in Booking Condition 6 below.

**ALL CREDIT CARD PAYMENTS THROUGH PAYPAL ARE SURCHARGED AT 5% PER BOOKING, UNLESS OTHERWISE SPECIFICALLY STATED.**

## 4. Special Requirements

We will endeavour wherever possible to meet any requests made in writing but NO GUARANTEE CAN BE GIVEN. If a special request can only be met at additional cost you will be either invoiced for the amount prior to departure or advised of the procedure for payment in resort. UNLESS specifically agreed by us in writing we cannot accept any booking which is conditional on the satisfaction of a Special Request.

## 5. If You Wish To Alter a Booking

We will do our best to help. If you wish to alter a booking within 8 weeks of departure, cancellation charges could apply.

## 6. Cancellation

If a booking or part thereof is cancelled, we must receive written advice of the cancellation signed, wherever possible, by the person who signed the booking form and the following charges will then apply:

More than 56 days prior to departure	Deposit
56 – 42 days prior to departure	50%
41 - 28 days prior to departure	75%
27 days or after	100%
Cancellation charges shown as a % of total cost	

It may be possible to make a claim under any insurance policy arranged as in Booking Condition 2 above, subject to the terms of the policy.

## 7. Car Hire

Links to a selection of car hire companies can be found on our website on [www.holidayingrancanaria.co.uk](http://www.holidayingrancanaria.co.uk) under links, Car Hire. We only provide suggested companies and shall not be held liable for any loss, damage or injury how ever caused. The contract is with the hire company operator whose terms and conditions are detailed on the contract signed on collection of the vehicle.

## 8. Descriptions

Our descriptions are prepared in good faith, and believed to be correct at the time of publication. Certain facilities may require refurbishment or maintenance, e.g. swimming pools, and amenities. Whilst we will notify any changes wherever possible, we cannot accept liability for the unavailability, temporary or permanent, of any facility not under our direct control. Where Satellite TV is provided, we cannot guarantee which channels are available unless specifically named although at least one English channel will normally be available.

## 9. Number Of Nights

The 'No of Nights' refers to the number of nights accommodation booked. Some flights are night flights and on arrival the accommodation is immediately available as it has been reserved from the previous day. This, therefore, counts as one of the holiday nights.

## 10. Accommodation

The accommodation is reserved exclusively for the persons named or numbered on the booking form. Unauthorised occupancy can lead to the whole party being forced to leave the accommodation immediately. In these circumstances re-accommodation is at the additional expense of the client. Certain standards of behaviour are expected by the various local communities and clients are requested to observe them. We reserve the right to terminate without compensation the holiday tenancy of any client(s) whose behaviour is causing annoyance or damage to property or persons whether employees, other clients or apartment owners.

## 11. Elderly and Disabled Clients

We do not specialise in holidays for the disabled or elderly but we are happy to make enquiries and provide an opinion about the suitability of the accommodation. Any advice given in this respect must be confirmed in writing if special requirements are a material part of the booking.

## 12. Problems and Complaints

In the event of a problem or complaint, this should be brought to our immediate attention. Most problems are quickly resolved, however, should a problem persist or it is felt necessary to pursue the matter further, then it is essential that full details are provided. Contact details can be found on our confirmation/booking form and in the apartment.

In the unusual event of a problem remaining unresolved on return to the UK and providing that the correct procedures have been followed, we will make the necessary enquiries and, whenever possible, respond fully within 28 days.

## 13. Disputes and Limits of Our Liability

In the event of any dispute concerning standards of accommodation or services provided, our liability shall not exceed 50% of the cost of the accommodation. We accept no liability for the actions of those concerned with any aspect of the apartment who are not employed by us and over whom we have no direct control. We accept no liability for consequential losses relating to travel or other arrangements made with other parties.

Please note that if any part of these booking conditions is found to be invalid or unenforceable, then the remainder of these booking conditions will not be affected but will remain valid and enforceable. All disputes will be governed by English Law and are subject to the exclusive jurisdiction of the English Courts.

# WHAT TO EXPECT OVERSEAS

## Transfers from the Airports to the Accommodation

Transfers are not included. Taxis are readily available 'from the rank' at the airport, although on occasions a small wait may be necessary, especially where a number of flights arrive at the same time. Approx taxi fare is € 30 and transfer time approx 30 mins. To make it easier we will send you with the keys, an address card you can give to the Taxi driver

## Number of Nights in the Accommodation

The date from which the accommodation is reserved and the number of nights for which it has been booked are shown in the travel documentation. In the case of night flights departing after 00.01 hours, it is usual practice to reserve accommodation from the preceding day to ensure immediate access on arrival. Apartments are usually made available at varying times between 13.00 and 17.00 hours on the day from which the reservation has been made. It is standard practice for apartments to be vacated between 10.00 hours and midday, even though on occasions the clients' flight may not depart until after midnight. It may be possible for clients to retain the apartment until their departure, but this is must be requested at time of booking and is subject to availability.

## Apartments

The apartment has a private bathroom with shower and wash basin / wc, and a kitchenette within the lounge area with a refrigerator/freezer, a 4 ring halogen hob and electric oven. Sufficient basic cutlery, crockery and utensils for the expected number of occupants are supplied including kettle and toaster. Hand towels and bath towels, but not beach towels are supplied.

The apartment is cleaned prior to arrival with a fresh supply of bed linen and towels. Additional mid stay cleans are available at additional cost. There is free use of a washing machine should you choose to use it.

## Safety Deposit Boxes

A Safe is available to use in the apartment free of charge. We strongly recommend that clients avail themselves of this service. Losses overseas require hours spent making Police reports at the resort and time spent making insurance claims on return to the UK, the end result often being that only part of the value of the lost goods is recoverable.

## Currency

The currency used in Gran Canaria is the Euro ( € ). Like most places it is not wise to carry large amounts of cash around with you. When arriving, make sure you have sufficient Euro's to cover the outward journey (i.e. you will need approx € 35 for Taxi) and the first day, some Sterling for the return journey and the remainder can be obtained from any of the local ATM's that accept British cards. Exchange rates are generally good via this method and will include any nominal fees you Bank may charge you for extracting cash from abroad. Please check with your Bank for further details and charges before departure. Travellers-Cheques are easily exchanged at banks or at the numerous exchange bureaux's to be found in and around the resort. Should travellers cheques be lost, or stolen, replacements can be obtained as long as a note of the cheque numbers has been retained.

## Damage and Breakages

Clients are responsible for the costs of rectifying any damage or deficiency arising from their occupancy. We will hold a £10 key deposit, which is refundable where appropriate, upon receipt of keys on your return. It is important therefore, that any damage or deficiency noted on arrival is brought to our immediate attention as soon as possible. We will advise of deposit charges at time of booking.

## Safety Standards

Standards of safety and hygiene are those of the host country and on occasions may fall short of standards expected in the UK. Boiled tap water is safe to drink, however we would recommend the use of bottled water wherever possible. The monitoring and enforcement of local regulations is the responsibility of overseas authorities and suppliers. It is important that clients take all reasonable precautions to protect themselves whilst abroad. Clients are strongly advised to locate fire exits, check the depth of swimming pools where not indicated etc.

## Resort Development

Although you are on holiday, normal life continues and this may include the noise and inconvenience of traffic, building or roadwork's. Where we are aware of any such work, which could seriously affect the enjoyment of a holiday, we will notify this as soon as possible.

## .... AND IT IS DIFFERENT

Most people take foreign holidays seeking sunshine, the chance to see different countries, meet different people and experience a different way of life. In fact the pace of life is sometimes slower, the people have different attitudes and priorities, food and mealtimes may differ from the UK, shopping hours and work patterns are different and public services can be less reliable.

Insects such as Ants and Cockroaches thrive in warmer climates and whilst harmless they can be a nuisance though easily eradicated if brought to our attention. Disruption of electricity (Iguazu has back up generators) and water supplies is not uncommon in some areas and as much use is made of solar panels for heating, lack of sunshine or heavy usage at some times of the day may result in water not being as hot as desirable. Again this is a feature of the country as is the apparent lack of urgency in repair work on occasions.

We are the guests in a foreign land and cannot expect them to alter attitudes or habits of a lifetime to suit us, please be patient. However, should any problem not be resolved to your satisfaction.

