

Booking Terms and Conditions

1. Reservations

A reservation is subject to availability at the time of request. No booking can be regarded as firm until written confirmation is received from us. Receipt of payment by direct bank transfer or any other mutually agreed method, secures your booking and constitutes acceptance of our booking conditions.

2. Insurance

At the time of booking, it is strongly recommended that clients take out holiday insurance and arrange a policy themselves to provide adequate cover for normal requirements. It is a client's responsibility to arrange any additional cover that may be required such as Covid protection.

3. Payment

When making a booking MORE THAN 60 DAYS prior to departure, a deposit of 25% OF THE TOTAL BOOKING VALUE is payable at time of booking. When making a booking LESS THAN 60 DAYS prior to departure, FULL PAYMENT is required at the time of booking. The full balance must be paid no later than 60 DAYS before departure. If full payment is not received by the due date, we reserve the right to cancel your booking.

4. Amendments / Cancellation

If you need to change or cancel a Booking, we will do our best to help and assist. We must receive written advice of the amendment and/or cancellation. We will do our utmost to be flexible to accommodate your booking for another date or apply a credit for a future booking.

If you need to cancel the following charges will apply:

- More than 60 days prior to departure, deposit Paid will be retained
- 59 – 30 days prior to departure = 50%
- 29 days or less = 100%

Charges shown as a % of total cost. It may be possible to make a claim under your travel insurance policy. Cancellations due to COVID government restrictions, a credit or full refund will be given.

5. 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 locally. UNLESS specifically agreed by us in writing we cannot accept any booking which is conditional on the satisfaction of a Special Request.

6. Descriptions

Our descriptions are prepared in good faith and believed to be correct at the time of promotion. We try our best to provide as much information as possible on the available facilities. Any changes to promoted facilities we will inform you as soon as we are made aware.

7. Check in / Checkout

The standard check in time is 15:00 and check out is 11:00. If you require an early check-in or late check out we aim to provide this to you at no additional cost. If we have a same day arrival or departure then specific times will need to be observed.

8. Accommodation / Behaviour

The accommodation is reserved exclusively for the lead name and party number on the booking confirmation. Unauthorised occupancy can lead to extra fees. 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.

9. Elderly and Disabled Clients

We are happy to assist and provide options on the suitability of the accommodation. Please advise any specific requirements at the time of booking.

10. 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 Bungalow. 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.

11. 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 Bungalow who are not employed by us and over whom we have no direct control. We accept no liability for consequential losses relating to personal belongings, or other travel arrangements made with other parties.

12. Transfers from the Airports to the Accommodation

Transfers are not included. Taxis are readily available 'from the rank' at the airport, pre-booked transfer companies can also be arranged before you travel. Information can be provided upon request. Transfer time approx. 30 mins.

13. Bungalow / Security

The Bungalow comes fully equipped and is cleaned to a high standard prior to arrival with a fresh supply of bed linen, hand towels and bath towels. Beach towels are not supplied as standard although there is a selection of communal beach towels available. There is a washing machine should you choose to use it.

An electronic Safety deposit box is available to use in the apartment. We strongly recommend that clients avail themselves of this service. Losses overseas require hours spent making Police reports and time spent making insurance claims on return to the UK. Please ensure all windows and doors are closed when not at home.

14. Damage and Breakages

Clients are responsible for the costs of rectifying any damage or deficiency arising from their occupancy. It is important therefore, that any damage or deficiency noted on arrival is brought to our immediate attention as soon as possible so we can rectify this for you.

15. Safety Standards

Boiled tap water is safe to drink and tap water for cleaning teeth is completely safe. We would recommend the use of bottled water wherever possible for drinking. 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.

AND IT IS DIFFERENT

Most people take foreign holidays seeking sunshine, the chance to see different countries, meet different people and experience a unique way of life. In fact, the pace of life is sometimes slower, the people have different attitudes and priorities, food and mealtimes may differ, 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 and water supplies is not common but still happen from time to time. Please be patient and we will do our best to resolve any issues amicably.