



Woodcliffe Properties Ltd  
www.woodcliffeproperties.com

## Detailed Booking Guide

1. Select the available dates for reservation on the calendar of the Villa you like.
2. Send request to book.
3. We will contact you to discuss your requirements
4. You will receive a copy of the Guest agreement to complete along with our payment details. We request you pay at least 20% of the total booking price (or as detailed within the Guest agreement) to confirm the booking. The deposit paid is non-refundable.
5. The apartment or villa will be held for 24 hours until payment is received along with a completed and signed Guest agreement. After this time, if we have received neither the deposit nor Guest agreement, the booking dates will be released.
6. Typically the full balance of the stay is required 90 days prior to arrival.
7. You must issue a copy of your Passport or ID documentation with the Guest agreement to avoid the booking being rejected.
8. After the deposit payment is complete, you can email a copy of your Guest agreement to [info@woodcliffeproperties.com](mailto:info@woodcliffeproperties.com) where you will receive booking confirmation.
9. You must inform us more than 24 hours prior to your arrival as to how you will decide to transact the remaining booking value. This can be done online or with the owner on the day of arrival. The landlord or owner of the property will refuse entry if the booking amount has not been paid.
10. As detailed within the Guest agreement, a Security Deposit shall be paid on the day of arrival in cash or by bank transfer before the day of arrival. After checking the condition of the accommodation, the deposit will be fully refunded to you by bank transfer within 72 hours, if there is no damage. Or, the owner may release the Security Deposit back to you in person upon check-out.