

## House Rules

### Check in & out time

- Check in is from 4pm
- Check out is until 12pm

### Activities

If you have booked Activities, our concierge team will be in touch with you to arrange the times and send you any menus/ spa choices etc, only once the final balance has been paid and numbers are confirmed. Please note No 3rd party suppliers are permitted at this property unless booked via Casa Amore.

### Jacuzzi

Please note – Any ladies who are pregnant we recommend that you do not use the Jacuzzi. Please do not use the Jacuzzi if you have fake tan on. We recommend that a maximum of 15 – 20 mins is spent in the Jacuzzi at any one time, any longer can result in heat rashes or a reaction to the chemicals used in the Jacuzzi.

### Types of bookings

Celebrations, Family & Corporate Groups welcome.

## Booking information

We require a non-refundable 20% deposit via bank transfer or via stripe only at the time of booking, and the full balance is to be paid 30 days prior to your stay.

We require an additional £1000 security deposit for this property aside from your required balance, which is refundable 7 days after you vacate the property provided that there are no damages and house rules are kept to. For further info please see **Booking Terms & Conditions** below.

### COVID-19: Book with Confidence pledge:

We offer all guests the option of postponing the booking (depending on availability) or free cancellation, should the respective government advise against traveling to the Canary Islands or, more precisely to Tenerife, local lockdowns or travel bans mean you can no longer travel to Tenerife, or if you have to quarantine on entering your home country.

### Preparing for your holiday

Please visit <https://gov.uk/coronavirus> to review the latest government information regarding Covid-19. It is your responsibility to make sure your group is compliant with the law at all times. If you need to amend your booking we ask that you contact [info@woodcliffproperties.com](mailto:info@woodcliffproperties.com)

It is impossible for us as an agency to know who is related to who and from what household, therefore by booking and arriving at the property you are agreeing to be familiar with all the latest restrictions and abide by the law at all times.

## **Booking Terms & Conditions**

### **1 Rental object**

- (1) The advertiser lets the property to the guest for the hired occupation with a full concierge service.
- (2) The rental property is fully equipped and furnished, and the guest will have bed linen, bath/pool towels and kitchen towels.
- (3) The property is for the exclusive use of the guest.

### **2 Rental period, arrival and departure**

- (1) Check-in time is after 4:00 pm. Early check-in can be requested if needed and possible. It is subject to availability.
- (2) Check-out time is at 12:00 pm. Late checkout can be requested if needed and possible. It is subject to availability.

### **3 Rental price and payment methods**

- (1) On booking the guest has to make a down payment of 20% of the booking price by credit card or bank transfer. The outstanding balance is to be paid at least 30 days before the arrival date by credit card or bank transfer. If the duration between the date of the booking and the start date of the rental period is less than 30 days, then the total amount has to be paid immediately.
- (2) The damage deposit will be due on your arrival date and a hold will be placed on your credit card or cash is accepted. The hold will be released as soon as we have had a chance to inspect the property after your departure. The amount of the security deposit is 1,000 euros.

### **4 Cancellation and early termination**

- (1) 90% refund for cancellations more than 60 days before check-in date, 50% refund for cancellations between 59 -30 days before check-in date, there will be no refund for cancellations less than 30 days before check-in date.

(2) If the guest leaves earlier than expected, they are still responsible to pay the full rental price.

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**5 Liability and Responsibilities of the guest**

(1) The guest is responsible for the actions of other people within the house. The guest is liable for all damaged goods, damage to the property or anything else related to the property, whether caused by themselves or their accompanying guests.

(2) Faults that are found before or during the rental period are to be reported to the concierge immediately.

(3) Animals are not allowed