**Holiday letting terms and conditions**

**Booking confirmation**

On the agreement of the completed booking form and successful payment of the initial 25% deposit, your booking is confirmed. On receipt of the booking form any errors evident us must inform us within 3 days. Any changes to the guests details on the booking form must be agreed in advance of departure.

The deposit is non-refundable. The final balance is requested 40 days in advance of the arrival date and is non-refundable, therefore suitable travel insurance is recommended.

**Payment details**

You are required to make payment for the final balance 40 days in advance of your arrival date. Failure to make this payment on request we will automatically assume your booking is cancelled. Payment can be made through the website or bank transfer. We do not accept debit or credit cards.

**Cancellation**

In the instance you need to cancel your booking please contact us immediately on the telephone number detailed on the booking form. This will then need to be confirmed in writing, preferably via email. If you have booked online you will need to request a booking cancellation on the website.

Please note ; should a country place a restriction on travel due to COVID 19, your holiday will be refunded in full.

In the instance of cancellation as a good will gesture, if we are able to secure a further booking for the full period cancelled we will provide a full refund.

In the unexpected situation we are required to cancel your booking due to unavoidable occurrences that are out of our control we will notify you as soon as the situation occurs. We will refund any payments made in full and will do our up-most to help you secure further accommodation. Should we cancel your booking with less that 10 days notice we will pay 30% compensation as required by Spanish law, with the expectation of major circumstances causing abnormal/unpredictable consequences that despite due diligence could not be avoided.

**Arrival & departure times**

Both arrival/departure times are flexible according to availability and will do our up-most to endeavour that guests have full use of the apartment for the length of time required.

**Cleaning and laundry**

All our rental fees include the cost of a clean laundry on departure. Guests are required to ensure ant damp towels are left in the shower tray, or hung to dry in the bathroom.

Bed linen and towels are provided for use within the apartment. Beach towels are provided for your convenience to use externally and therefore all other towels must remain in the apartment.

**Obligations**

Guests have an obligation and responsibility to treat the property (including exterior) and furnishings with respect, ensuring they leave the property and furnishings in a good condition.

The property is strictly no-smoking and guests must adhere to this for the period of they stay. Pet are not allowed.

**Guests agree to :**

To ensure the apartment is locked (all doors) when not in attendance

Responsible of the air conditioning unit.

Responsible use of water

Abide by the ‘community’ and ‘pool’ rules

In the instance of any accidental breakages guests have an obligation to report theses in a timely fashion in order for us to ensure all items can be repaired or replaced for the following guest.

Should any essential repairs be required during your stay, guests agree (with notification) for a representative to have access to the property to rectify any issue. In the exceptional circumstances during an emergency, whereby guests are not contactable, guests agree for a representative to gain access.

Guests agree to not cause damage to the property and furnishings, nor act in a way that may be considered a ‘nuisance’ or ‘offensive’ to neighbours or neighbouring properties. Whilst there is no damage deposit requested, any guest that causes damage through negligence and irresponsible behaviour will not be allowed to return for any further rentals and guests agree to settle any suitable damage charges accordingly; such charges will be requested in writing.

Whilst staying at Tres Hermanos guests are responsible for the safekeeping of both themselves (including ensuring they have suitable comprehensive travel Insurance) and their own property.

The owner is not liable for any damage or loss of guests property.

Should any problem arise during your stay, it is essential that you contact us to enable the issue to be rectified where possible,

The apartment should be left in a clean and tidy condition in which it was found, locked and the keys must be returned to the owner as per agreed arrangements.

**Liability**

The owner accepts no responsibility for any damage or injury caused by the use of the accommodation and any amenities and such is higher at your own risk. The owner cannot accept liability for issues outside their reasonable control such as breakdown of domestic appliances, plumbing, electrical problems, invasion of pests or damage caused by exceptional weather conditions.

In the unexpected situation you are required to vacate the property during your stay due to unavoidable occurrences that are out of our control we will notify you as soon as the situation occurs. We will refund any payments made in full and will do our up-most to help you secure further accommodation.