

# Terms and Conditions



## **PAYMENTS & CANCELLATIONS**

A deposit of 50% of the rental amount must be received by the villa/agent within five (5) working days after the relevant invoice and payment instructions have been given to the client. If a deposit is not received within this time, the booking will be cancelled.

Final payment is required 30 days prior to arrival (45 days for peak season) or immediately if booking is made less than 30 days prior to arrival (or 45 days for peak season).

All payments must be made in USD. Payments options are:

1. Telex Transfer – All charges incurred for Telex Transfer transactions will be borne by the client.
  2. Credit Card – All payments made by credit card will be subject to a 3% additional charge.
- In the case of last minute bookings, we will accept cash (post 2000 and unmarked USD banknotes) on arrival. However, a credit card authorization form will need to be used to ensure deposit requirements are met. The funds will be held as security and that the transaction will be reversed only upon receipt of alternative payment as agreed with the villa/agent.

Deposits will be refunded in full less 20% of the total rental fee with a maximum of 1000 USD, if the reservation is cancelled 61 days or more prior to arrival (91 days for High and Peak Season bookings).

Reservations cancelled less than 61 days prior to arrival are subject to a complete forfeiture of deposit to compensate the villa/agent for the time and effort involved in making a booking and to compensate the owner for the loss of other potential bookings that have turned down once a booking has been confirmed.

Notice of cancellation must be received by the villa/agent in writing.

Final payments are non-refundable.

All clients will be asked to sign a Waiver of Liability and a credit card authorization form, which will allow the agent to charge the card any charges that clients incur while at the villa.

## **TAX & SERVICES**

The villa includes a standard 11% Government Tax and a 10% Surcharge is levied. However gratuities for household staff are encouraged and normal, but shall be left to hirer's discretion.

## **DAMAGE OR LOSSES**

The client is responsible for leaving the property in good order and in a clean condition. The client further undertakes to pay for any damages or losses incurred during occupation. The owner

reserves the right to repossess the property if the client or a member of the party has caused excessive damage.

## **COMPLAINTS**

If the client considers that he/she has cause for complaint concerning a property, the matter should first be taken up with the owner or villa manager. If satisfaction cannot be obtained, the client should then report the matter at once to our office and in such cases, we will do our best to satisfy your requirement in connection with the owner of the property if the agent considers the complaint valid. The agent will not entertain claims lodged by a client upon departure or after return home when it is no longer possible to investigate the complaint effectively.

## **LIABILITY**

Whilst the Villa/agent makes every effort to ensure that brochure descriptions are accurate and that properties meet its required standards, the agent cannot accept responsibility for any alterations made to the property or its amenities, which are beyond its control. Nor can it accept responsibility for any injury, sickness, loss, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use or condition of the property and its appearances, plumbing, gas, electrical or otherwise, exceptional weather conditions or owner's negligence. Further, no responsibility is accepted for the personal belongings, car, and its contents of the client or any member of the party during the holiday.