

## **TERMS & CONDITIONS FOR LAND AND LIFE LTD**

The terms and conditions of booking set out below; provide a basis on which the owner accepts bookings for Land and Life holiday apartments.

### **RESERVATIONS:**

Initial enquires and reservations may be made by telephone/ internet or by mail with the manager. Your reservation however, will only be secured when we receive your 50% booking deposit. Deposits can be paid in via online banking or by cheque. The banking details will be in the invoice.

### **CONFIRMATION:**

On receipt of your deposit, we will issue a deposit confirmation, which will detail the dates of your reserved holiday; the apartment allocated; and the total cost of your apartment for the letting. The issue of our confirmation will demonstrate that an agreement exists between you and the owners of Land and Life Holiday Apartments.

### **CANCELLATION AND EARLY TERMINATION:**

**BY YOU:** If you are compelled to cancel your reservation and don't name a replacement that accepts the same terms, then you should let us know as soon as possible and immediately confirm your cancellation in writing. Your cancellation will only become effective when we received your written instructions. Failure to cancel your reservation in writing will deem you are responsible for the full costs of the reserved holiday. You are responsible for paying the following percentages of the rental price to cover costs, as long as a further rental is not possible:

#### **Termination:**

- up to 90 days before rental period: 0% of rental price
- up to 60 days before rental period: 50% of rental price
- up to 21 days before rental period: 90% of rental price
- otherwise (less than 21days before rental period) 100% of rental price.

The advertiser can thereafter let the property to someone else.

If the tenant terminates their stay early, they are still responsible to pay the full rental price.

Termination is only accepted in writing. The date applicable is the day the document is received by the advertiser.

b. By us: It is unlikely that it will be necessary for us to cancel your holiday: however we do reserve the right to do so. In such an event, we will do our utmost to offer you another holiday of an equivalent standard (subject to availability) or provide a full refund of your deposit.

#### 4 PAYEMENT PROCEDURES:

We demand a 50% rest payment 8 weeks before the holiday starts.

#### 5 ARRIVALS AND DEPARTURE:

Keys or entrance codes for the apartments will be arranged with you previously to your stay. Arrival time will be from 4:00pm – 7:00pm. Apartments should be vacated by 10:00am on the day of departure.

#### 6 GOOD HOUSEKEEPING DEPOSIT:

On arrival at the Apartment, your Booking Deposit of £150/ €200 becomes a Good Housekeeping Deposit. This acts as a damage deposit and obviously will be returned at the end of your holiday provided that the apartment and contents are left in a good condition and nobody has smoked within the apartment.

#### 7 YOUR RESPOSIBILITIES:

The Manager shall be allowed access to your apartment at any reasonable time. You are responsible for the apartment and are expected to take all reasonable care of it. All equipments, utensils etc. must be left clean and tidy at the end of your holiday. You are also responsible for any breakages or damages to the apartment or its contents, these must be notified to the Manager immediately. You are liable also for the loss of any equipment from the apartment, whilst being occupied by you.

Faults that are found before or during the rental period are to be reported to the advertiser immediately.

#### 8 PETS:

We regret that pets are not permitted on the apartment complex.

#### 9 PARYT SIZE:

The total number of people occupying the apartments shall at no time exceed the number stated upon booking. Should you abuse this requirement you may be asked to leave the apartment complex immediately.

#### 10: DISCLAIMER:

No responsibility will be accepted by the owners for any accident or loss of, or damage to personal effects, baggage, are or any other item belonging to you or any member of your party whether arising from the negligence of the owner, his servants or that of any tenant of the apartment complex.

#### 11:COMPLAINTS:

If, whilst on holiday, you are not satisfied with your apartment, you should contact the duty manager immediately so that we can attempt to resolve the problem. Failure to follow this procedure will make it impossible for us to put the matter right and my result in the loss or reduction of any rights you may have had in connection with your complaint. If after contacting the manager you still feel the problem has not been resolved to your satisfaction, then you must put your complaint in writing to 'The Proprietors' within fourteen days of your return from holiday.