

Solaz365 - Terms & Conditions

Booking

- The signing of the Booking Contract by the party leader confirms acceptance of the terms & conditions set out below and shall be binding on all persons listed on the form.
- The maximum occupancy of the property is 12.
- Only the persons shown on the booking form are permitted to stay in the property.
- Should the home be over occupied you will be removed from the property with no refund.
- No all male parties, or parties of guests who are under the age of 21, will be accepted.
- No pets are allowed.
- For the comfort of guests, the property is non-smoking.

Rental Period

- The property is available for occupation from 4.00pm local time on the day of arrival and is to be vacated by 10.00am on the morning of departure.
- Vacating the property after 10.00am may incur a charge equivalent to one day's accommodation cost unless previously agreed in writing.
- Guests may be able to arrange authorisation to arrive earlier or depart later if the property is empty.
- Stays of 5 nights or less will incur a cleaning fee of £100/\$150.

Payment

- Together with the completed Booking Contract a non-refundable deposit of £300/\$450 is due within 7 days of your provisional booking.
- Upon receipt of your deposit and the Booking Contract we will send you confirmation of your booking.
- Payment of the balance is due 8 weeks prior to your arrival date. Failure to pay the final balance by the due date will lead to cancellation of your booking and loss of your deposit.
- Payments may be made by bank transfer or by credit card. Card payments will incur a 2.5% charge.

Security Deposit

- You are solely responsible for any damage or breakages that may be caused to the property or its contents during your stay.
- We require a refundable security deposit of £300/\$450 to be paid with your balance 8 weeks prior to arrival.
- The property will be checked immediately before and after your stay and we will advise you of any damage, loss or additional charges payable. This may include additional cleaning costs, excessive electricity charges or additional costs, charges or fines, howsoever caused.
- Should evidence of over occupancy be found after departure from the property, the security deposit will not be returned.
- The security deposit will be repaid within 30 days once we are satisfied that there are no reasons to withhold repayment.
- We reserve the right to pursue guests for recompense for any damages caused which may exceed the value of the security deposit and we will require payment within 14 days of this notice being served.

Directions, Keys & Codes

- Directions to the property and details of the location of the keys will be sent to you one week prior to your arrival, along with codes for access to Bella Vida and the key lock box and details as to how to operate the alarm system. You must ensure that you are in possession of this information before departing for your vacation.
- For security measures, codes are changed at regular intervals but we will ensure that you are given any new codes prior to arrival.

Insurance

- It is a condition of the booking that all guests take out adequate holiday, injury, medical and cancellation insurance cover, to include luggage and personal belongings.

Cancellations

- In the event of you needing to cancel your stay, the following conditions will apply:-
 - Cancellation 8 weeks or more before arrival date – loss of deposit
 - Cancellation 5 – 8 weeks before arrival date – charge of 50% of total cost
 - Cancellation less than 5 weeks before arrival date – charge of 100% of total cost
- Should you wish to alter the dates of your holiday we may be able to accommodate you, subject to availability, but this will incur an administration charge of £50/\$75.
- In the unlikely event that we need to cancel the booking, we will refund any monies paid to the party leader (without interest, compensation or consequential loss of any kind).

Responsibilities

- All persons stated on the booking form are responsible for the care of the property and are expected to take reasonable care of it. All doors must be locked and the security alarm must be activated whenever the property is unoccupied. At the end of the rental period, all utensils, carpets, furnishings, walls, fittings etc. must be left clean and tidy. It is the guest's responsibility to notify us immediately of any sudden equipment failure so that reasonable action can be taken to rectify the situation.

Code of Conduct

- Bella Vida is a residential community. Please ensure that no members of your party interfere with the enjoyment of other holiday makers or residents. In particular, only use the resort's facilities during opening hours and do not play loud music or engage in any activity which may cause inconvenience to your neighbours. In the event that any member of your party behaves in a way that is likely to cause distress, danger or annoyance to any other persons or damage any property, we reserve the right to terminate your rental agreement immediately.
- In the circumstances described above, we will not be liable for any costs you incur, nor shall any compensation or refunds be made.

Access to Property

- The owners or third party contractors carrying out maintenance work, pool care, pest control etc. shall be allowed access at any reasonable time during your stay.

Liability

- The owners of the property accept no responsibility whatsoever for death, personal injury, accidents, loss or damage to persons or personal belongings however caused. The use of all accommodation and amenities, including the pool, is entirely at the user's own risk. When using the pool, children must be supervised by responsible adults. The child safety fence must remain in place at all times.
- The owners cannot accept any liability for any loss of rental time due to travel problems, flight delays or cancellations, industrial disputes or any events outside their control, including any form of Force Majeure.
- We cannot accept responsibility for the sudden failure of equipment at the property but we will take reasonable action to rectify any such failure upon notification by guests. If the pool or spa heater cannot reach optimum temperature due to adverse cold weather conditions, we cannot accept responsibility.

Force Majeure

- The owners accept no responsibility whatsoever and no compensation or any other payment will be made if any cancellation or change to the terms of the booking becomes necessary due to events beyond our control including, but not restricted to, war, riots, civil commotion, terrorist activities, industrial disputes, natural and nuclear disasters, fire, flood, adverse weather conditions, building or construction in progress within the community, technical problems with transportation, closure or congestion of airports, alterations or cancellation of schedules by carriers or any other events beyond our control.

Complaints

- In the unlikely event of a problem arising whilst you are staying at the property you should immediately contact us and we will seek to resolve the matter speedily. Do not wait until you arrive home. We cannot accept any responsibility for problems reported to us once you have vacated the property.