



The Agreement

Below, we set out the main terms and conditions for your holiday rental.

The agreement is set out to clarify our obligations to you, your obligations to us, and in the very unlikely event of any disputes, we will use this document as a basis for any resolution.

Please read it carefully before confirming your booking and ensure that it conforms to your understanding of what you expect from the holiday rental.

Essential Definitions

"Rental Period"

The period begins at 15:00 on the agreed start date of the booking and ends at 10.00 on the agreed final date.

"We" or "Us"

Elite Villa Management

"You"

The person named on the booking form who will take singular responsibility for the entire party for the entire Rental Period.

"The Property"

The property you have agreed to rent

The Understanding

What we offer

1. We will provide a clean, well maintained holiday property suitable for your party.
2. **Specifically, within the Property:**
 - ✓ Bedding and towels will be of good quality and freshly laundered.
 - ✓ Kitchen items supplied will be good quality and be serviceable.
 - ✓ All electrical items will be in safe working order.
 - ✓ The property will be well stocked with sufficient crockery, cutlery, glasses and cooking appliances in good condition.
 - ✓ Any additional items advertised on our website will be available (unless otherwise advised)
 - ✓ The pool will be professionally maintained, and sufficient additional outdoor furniture will be made available for the available occupancy.
3. We will ensure that all utilities (including, but not limited to gas, electricity, internet (if applicable), satellite TV, water and phone (if applicable) are connected and that all bill payments are up to date. We will not be liable to You for any defect or stoppage in the supply of public services beyond our control.
4. The property will be available for occupation from 3pm on the start date of the booking until 10.00am on the final date, unless agreed otherwise in writing.
5. **We will ensure a competent maid service as follows:**
 - ✓ Maid service, including a thorough clean between tenants is included in the Rental price.
 - ✓ The maid service is there to keep the property clean and hygienic, but will not normally include making the beds, washing up dishes or any personal laundry. Bed linen will be changed once per week, and towels changed as needed.
6. At any time prior to the commencement of the rental, we will respond to any queries You may have in a timely and professional manner.

7. Once a reservation has been accepted by Us, we will set out clearly and in writing the timetable of payments, the amounts and the dates by which they should be received.

Your part of the deal:

1. You will pay Us the agreed rental fee as follows:

- ✓ 25% of the total rental fee is payable upon booking. The booking cannot be considered accepted until this is received by Us. 8 weeks before the start date of the Rental Period, You will pay Us the balance. In addition, you will pay a security deposit of £250 or an agreed Euro equivalent. This deposit will be banked by Us and held in accordance with the terms set out in paragraphs 15 to 18 below.
 - ✓ Delay in any payment will constitute cancellation by You of the booking.
2. You acknowledge that the Property is a private holiday home which is used frequently by the owners and is maintained to a standard that is considered suitable for **personal** use. While You occupy the Property, You will be responsible for maintaining the property, furniture, furnishing and equipment in the same state as You find it at the commencement of the Rental Period, and will indemnify Us against any loss or damage caused by Your negligence in excess of the security deposit referred to in Paragraphs 1 to 4 in the **security deposit** section.
 3. You will without delay report to our local representative any defects in the property or breakdown in the equipment, plant, machinery or appliances in or on the property, and arrangements will be made for repair or replacement as soon as reasonably possible.
 4. You will not exceed the maximum occupancy permissible.
 5. You will allow maintenance personnel, cleaning staff and the Owner's representative reasonable access to the property for the purposes of repair and maintenance.
 6. You will not smoke inside the Property, and You will ensure that no one else in your party does either.
 7. You can tip the maid at the end of your stay.

General terms and Conditions

SECURITY DEPOSIT

1. When You pay the final instalment, you will also pay Us a security deposit as defined in above. We will bank and hold this against any undue damage or serious loss, or breakage incurred during your stay.
2. If there are no problems, then we will refund 100% of this deposit to You within 10 days of the end of the Rental Period.
3. Should we need to retain any of these funds, we will notify You in advance of returning the balance and You will have the opportunity to consider the matter.
4. The sum reserved by this clause shall not limit your liability to Us in the event of major damage.

CANCELLATION

1. For cancellations received more than eight weeks before the commencement of the Rental Period, the deposit will normally be forfeited in full.
2. For cancellations received less than eight weeks before the commencement of the Rental Period, all monies (except the security deposit referred to in
3. Paragraph 1) will normally be forfeited. [L]
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4. However, we will make best efforts to re-let the Rental Period and any monies received by Us for rentals for this period will be used to make repayment to You. Repayments may be reduced by any out of pocket expenses incurred by Us in finding alternative guests, and will include any additional advertising costs, any late booking discount, and any reduction in rentals paid for a shorter booking during this period.
5. If for any reason the booking is cancelled by Us, all money paid by You to Us including the deposit will be refunded to You immediately.
6. All cancellations must be made in writing.

**YOU ARE STRONGLY RECOMMENDED TO ARRANGE
COMPREHENSIVE TRAVEL INSURANCE INCLUDING
CANCELLATION COVER, PERSONAL BELONGINGS AND PUBLIC LIABILITY**