



ADRIATIC VILLAS

Adriatic Villas – Terms and Conditions

In these Booking Conditions “we”, “us”, “our” and “the Owner” means Adriatic Villas trading as Sorrenco Holdings Ltd

References to “you”, “your”, “the client” mean the person making the booking (the “party leader”) and all members of the holiday rental party who have been accepted by the Owner (including anyone who is added or substituted at a later date). These Booking Conditions set out the basis of your contract with the Owner. Nothing in these Booking Conditions affects your normal statutory rights.

Your Booking

When you make a booking you are confirming that you understand and accept on behalf of yourself and all members of your party the terms and conditions set out in the Adriatic Villas Booking Policy. We will where possible, try and accommodate/provide additional or special needs such as baby travel cots, high chairs, extra beds etc. All requests for additional requirements should be made at the time of booking. Booking prices are fully inclusive of local taxes, cleaning, electricity and water charges.

Paying for your Apartment/Villa

- In order to confirm a booking all guests are requested to make a non-refundable deposit of 30% of the total rental price. This is due within 7 days of the booking being confirmed.
- If the booking is made within 8 weeks of the rental period then the full amount will be required to secure the booking.
- The balance of the booking is required 8 weeks prior to the rental period.
- Payments are to be made by cheque or direct bank transfer to the account details given at the time of booking.
- A refundable deposit of £150 (for apartment bookings) or £600 (for whole villa bookings) will be taken by the Owner 8 weeks before the arrival date and be returned in full or part, as appropriate approximately 5 working days after departure.

Cancellations or changes to your booking by the Owner

The Owner does not expect to have to make any changes to your booking, but occasionally problems occur and bookings have to be changed or cancelled. If you do not wish to accept a significant change or any alternative apartment offered, you will be entitled to cancel your booking and receive a full refund of all monies paid to the Owner. The Owner shall be under no other liability.

Please note the above options are not available where any change made is a minor change. A minor change is a change which, taking into account the information you gave at the time of booking or which the Owner can reasonably be expected to know, would have a significant effect on your confirmed booking.

Circumstances beyond the control of the Owner (Force Majeure)

Except where otherwise expressly stated in these Booking Conditions, the Owner shall not be liable, jointly or individually, for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by the Owner to perform or properly or promptly perform any of their respective obligations to you which is due to any event(s) or circumstance(s) beyond the reasonable control of the Owner (referred to as “force majeure” in these Conditions). By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, terrorism, riot, civil commotion, war, hostilities, strikes, work stoppages, slowdowns, accidents, acts of government, lack of power, delays by suppliers or materials shortage and destruction or damage of the property by any cause (other than negligence of the Owner) and all similar situations. No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/ accommodation) will be payable in such circumstances by the Owner to you. The Owner cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming pool filtration systems etc or for failure of public utilities such as water & electricity.

We strongly recommend that all clients take out Personal Travel Insurance that will cover these situations.

Liability

The Owner shall have no liability for any death or personal injury unless, it results from the Owner's negligence or that of any employee of the Owner (providing they were at the time acting in the course of their employment). You must take all necessary steps to safeguard your personal property. No liability is accepted by the Owner in respect of damage to, or loss of, such personal property except, where the damage or loss is caused by the negligence of the Owner or that of any employee of the Owner (providing they were at the time acting in the course of their employment).

If you cancel your booking

If you have to, or wish to, cancel your booking, the party leader must telephone the Owner on the number shown on your booking confirmation as soon as possible. The day we receive your telephone notification of cancellation is the date on which your booking is cancelled. A cancellation notification will be sent to you within 7 days.

The following scale of charges will apply to cancellations:

Cancellation date to Rental Date	Amount of refund (% of total rental cost)
More than 56 days	70%
Between 29-56 days	50%
Between 7-28 days	25%
Within 7 days	0%

Your property

You can arrive at your property at any time after 4.00pm (unless advised otherwise, for example on your confirmation) on the start date of your holiday rental and you must leave by 10.00am on the last day.

You and all members of your party agree both to keep the property clean and tidy and to leave the property in a similar condition as you found it upon your arrival. On departure clients are expected to clean the BBQ (if used), remove all their personal foodstuffs, empty fridges/freezers, empty all bins, wash up and put away all used kitchen equipment, return all items to their original positions, wipe surfaces and dispose of all household rubbish in the village designated bins. You are responsible to the Owner for the actual costs of any breakage or damage in or to the property.

Smoking is not allowed inside the property but is permitted on the terraces and balconies.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of another person in authority, you or any member of your party behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we or any person in authority are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will have no further responsibility toward such person(s) including any return travel.

You must allow the Owner and any representative of the Owner (including workmen) access to the property at any reasonable time during your occupation of the property (except in cases of emergency or where a problem needs remedying quickly and you cannot be contacted in time - in these situations the Owner is entitled to enter the property at any time without giving you prior notice).

The swimming pool and gardens do have to be maintained and this may occur during your stay without notice.