

# Villa Oleander Corfu - Terms and Conditions

## **Contract of Hire**

All bookings accepted by the villa owners are subject to the following conditions and are deemed to have been accepted in full by all persons in the party. Bookings can be made by email or through the website and would be deemed to be accepted once payment is received by us.

## **Final Payment**

if the balance is not received by the seventh week prior to your rental commencement date, we shall be entitled to cancel the booking without prejudice.

## **Form of Payment**

All payments prior to your arrival date shall be paid by internet bank transfer or electronic bank transfer unless otherwise agreed. Bank account details will be provided once the signed booking form has been received. Payments made during the villa hire period shall be paid locally in cash in Euros or Sterling direct to the villa owners. Payment should be made by bank transfer and details will be provided.

## **Cancellation by Guests**

When making a booking a deposit of 20% is required to secure the week. The balance is required 8 weeks before arrival. Both the deposit and balance are non refundable.

## **Cancellation by Owners**

Any refund is restricted to the villa hire costs and we are not liable for any cancellation or administration charges for travel arrangements, etc.

## **Damage Waiver**

A £200.00 refundable security deposit payable fourteen days prior to arrival and will be refunded ten days after departure from the villa if there are no breakages or damage to the property. If the reservation is made within 14 days of arrival then the security deposit is payable at the time of booking.

## **Villa Arrival and Departure Times**

Check in will be 15:00 and Check out 10:00 Local time. This will give us time to prepare the villa for the guests' arrival. Every effort will be made on the day of departure to accommodate you beyond check out time depending on the time of the next arriving guests.

## **Registered Guests**

Only those persons stipulated on the booking form may reside at the property as guests. Please notify us as soon as possible of any changes. The number of people staying at the property, including children, must not exceed the maximum capacity indicated in the property description (four) or elsewhere, except in the case of infants (under two years old), or unless specifically authorised. Should the owner find that the number of people staying at the property exceeds that on the booking form or the maximum capacity of the villa, and then he reserves the right to cancel the booking and evict the guests with full loss of rental costs. No camping, caravanning or motor homes are permitted in the property grounds. No pets are allowed on the entire property. Smoking is not permitted inside the property and tobacco products used outside should be extinguished in a responsible manner to avoid forest fires. You agree to be considerate guests and take good care of the property and to leave it in a clean and tidy condition at the end of the rental period. We request that you report to the owner, without delay, any defects in the property, or breakdown in equipment, machinery, or appliances and areas of the pool and garden so that arrangements for repair and/or replacements can be made as soon as possible.

## **Guests Responsibilities**

Guests are responsible for taking all reasonable care of the property and its contents. At the end of the hire period, the property and its contents, including all equipment, furniture, utensils, etc must be left clean and tidy which includes the crockery and cutlery cleaned and stored in the appropriate cupboards, and ensuring that the cooker, oven, fridge and microwave are clean. The guests shall ensure that no member of the party engages in any activity in or around the villa and swimming pool which may cause damage, offence to the neighbours, pollution to the water or damage to the structure or filtration equipment, this includes unacceptable anti-social behaviour. The guests shall also ensure that the barbecue is cleaned and that all rubbish is cleared away from the property and placed in the communal dustbins.

## **Due Care & Supervision**

As part of this agreement Guests are required to take due care when residing at the villa and be especially watchful of children playing in the gardens, near the entrance from the road; near or in the pool.

Furthermore Guests are not permitted to enter the Villa when wet from swimming as the floors can be slippery. Damage or injury arising as result shall not be the responsibility of the Villa owners or in any way whatsoever.

## **Maid Service**

The property will be cleaned once a week, (changing linens and towels, cleaning bathrooms), a general tidy up and sweep around. It doesn't include washing pots and cleaning BBQs. To avoid pests, please remove rubbish daily during your stay.

## **The local wildlife**

Mosquito's, ants and other insects are endemic in warmer climates, please take the necessary precautions to keep them at bay. Dogs, cats roam around unattended in Greece, please do not feed them or let them into the villa, as they will remain after you have departed and incoming guests may be allergic or find them disagreeable. These sorts of aggravations, together with barking dogs, are unfortunately unavoidable. Should this happen we ask for your patience and understanding.

## **The local environment**

The villa is situated in a rural area, and any neighbours are local people who do not rent their properties, we kindly request that you respect their peace and privacy. Noise such as shouting, loud music etc should be discouraged during siesta time 2-5pm and late at night. Please also keep in mind that locals keep small animals, and the sounds of cockerels, sheep, goats, and dogs can quite often be heard over the neighbouring fields.

## **Building Work**

In the event of building works taking place by local authorities, private developers or neighbours, it is important to note that we are not responsible for such work, are unable to stop such work taking place or unable to control the level of noise, neither can we be responsible for any building works that take place during a holiday.

## **Rights of Access**

The owners or their sub-contractors have the right of access to the villa at any time with due regard to the convenience of the guests for the purpose of linen changes, inspection of the property and to carry out any essential or routine repair or maintenance work.

## **Valuables**

Any valuables left at the property are the guests' sole responsibility. The owners will not be held responsible for any loss or damage of personal property

## **Keys, Directions and Local Contact Numbers**

Detailed instructions for key collection and directions to the villa will be sent two weeks prior to the rental commencement, together with a local contact telephone number of the property owner should you have any problems whilst at the villa.

Please be advised should the front door key for the villa be lost or taken with you on departure, then a cost of 25 Euros will be charged for a replacement, as this is a special security key can only be cut on the Greek Mainland.

## **Responsibilities/ Force Majeure**

The owners shall not be liable to the guests for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, machinery or appliance in the property, swimming pool or garden, nor any loss, damage, or injury which is the result of adverse weather conditions, riots, war, strikes, volcanic ash clouds, acts of god or other matters beyond the day to day control of the owners.

Nor any loss, damage or inconvenience caused to, or suffered by the guests if the property is destroyed or substantially damaged before the start of the rental period. In that event, the owner shall, within seven days of notification to the guests, refund all sums previously paid in respect of the rental period.

Such refunds will not cover the cost of flights, car, taxi, boat hire booked. The owners shall not be responsible for any consequential losses of the guests.

Under no circumstances shall the owners' liability to the guests exceed the amount paid to the owners by the guests for the rental period.

## **Injury and Damage**

The owners do not have any responsibility to compensate you for any personal injury, illness, death, loss or damage of whatever nature suffered by you, or any member of your party, during the booking period or thereafter.

## **Complaints**

In the unlikely event that you have a complaint about the villa or its contents whilst on holiday, it must be reported immediately to the owners who will take reasonable steps to resolve the matter. The owners shall not accept liability for any complaint submitted after the completion of the hire period.

**Insurance**The villa hire cost does not include any personal insurance cover of any kind. It is a condition of booking that insurance is taken out against cancellation and it is strongly recommended that personal accident and medical insurance is also taken out.