

# **Casa Pi Terms & Conditions 2013**

You, as party leader having signed the booking form, are making a contract with Harry and Heidi Kohler, as owners of Casa Pi, for the short-term rental of the property known as Casa Pi. The rental is for the dates and the number of people noted on your booking form. Receipt of your booking deposit means you have read and agree to the following terms and conditions.

Philip and Joanne Ghinn act as representatives of Harry and Heidi Koehler in Spain and are your first contact in case of any queries or problems during the booking process or during your stay. Call 0034 636 936 143 or email [casa\\_pi@ymail.com](mailto:casa_pi@ymail.com)

Any changes to the terms and conditions are only valid if agreed before the booking and confirmed by email from [casa\\_pi@ymail.com](mailto:casa_pi@ymail.com).

## **1. Deposit**

We will reserve the property for you for 7 days pending receipt of €500 per week booked as a holding deposit. Please allow at least 3 working days for bank transfer.

When we receive the deposit we will confirm your booking by email.

The deposit is non returnable and will be deducted from the final balance. The final balance is due 8 weeks prior to arrival along with €800 security/breakage deposit which will be returned within 2 weeks of departure date if the property is left as you found it.

Payment can be made in the following ways:

Bank transfer in Euros. All bank charges incurred are payable by you.

Payment on credit card or debit card via Paypal can be accepted but will incur an extra charge.

## **2. Cancellation by you.**

If you have to cancel all or part of your booking you must notify us in writing by letter or email. We will endeavour to re-let the period you have cancelled and if we are successful your deposit and balance if applicable will be returned to you, less any costs incurred (e.g. for extra advertising).

If we are unable to re-let you remain subject to these conditions and will forfeit any money already paid

### **3. Cancellation by owner.**

In the unlikely event that we have to change a booking, and we cannot find an acceptable alternative for you, we will return any money paid by you.

We will not be liable for any further compensation.

We reserve the right to refuse your booking.

### **4. What is included.**

The rental price is fully inclusive of electricity, gas and water charges up to a maximum of €100 per week booked.

The electricity meter will be noted at the beginning and end of your stay and can be seen by you at any time.

We supply 1 set of bed linen per bed booked, 1 bath towel per person, 1 hand towel per bathroom and kitchen. (Please bring your own beach/pool towels.)

### **5. Optional extras:**

Cleaning visit (bathrooms, kitchen and sweep through, up to 2hrs) €40. Extra time by arrangement. 24 hours notice required.

Change of linen €10 per person, minimum €20.

Welcome pack of shopping: various options available, details provided before your arrival upon request. At least 48 hours notice required.

Travel cots and/or high chair (baby chair) at an additional charge of €15 per item per week, but please notify us before arrival. Fitted sheets provided with travel cots.

### **6. Arrivals & Occupancy.**

Arrivals after 16.00h. Please contact us on arrival day to let us know the approximate time of your arrival.

Departures by 10.00h. We have limited time to prepare the house for the next guests and we must have the house and pool area cleared for cleaning by this time. Please advise us if you intend to leave before 10am.

When final balance and security deposit have been received, directions and key arrangements will be sent by email.

Pets/animals only by prior arrangement.

Maximum occupancy of any part of the property must not exceed total number noted on the booking form.

No camping is allowed in the gardens.

Please do not smoke inside the house. If you must smoke, please do so outside and use ashtrays provided. Always extinguish cigarettes carefully - there is a serious fire risk in this area.

No charcoal barbecues or open fires are allowed, again due to fire risk. A gas barbecue is provided.

### **7. Final Cleaning**

There is a final cleaning charge of €190. This is payable with the final balance, due 8 weeks prior to arrival.

### **8. Security deposit.**

€800 security/breakage deposit must be paid with your final balance. This will be returned in full (less bank charges) within 2 weeks of your departure, provided no deductions are due.

Deductions may be made for the following reasons:

Electricity supply or other utility charges in excess of the €100 per week allowance.

Additional cleaning costs incurred by a late departure.

Broken or damaged items or fittings.

Optional services during your stay not paid for at the time.

Keys lost or not returned.

Other reasons at our discretion.

All estimates for repairs and replacements will be calculated by us as fairly as possible. Please do not replace any lost or broken items.

Please note: if there are no deductions we will instruct our bank to transfer €800 to

your account. Your bank may make a charge for receiving the transfer.

### 9. Our right of access.

We will give you reasonable notice if we need to access the house during your stay. We reserve the right to access without notice in an emergency, or if we cannot contact you, or if we suspect that any of our terms and conditions have been broken.

We will need to access the pool area, gardens and cellar rooms for regular pool maintenance. This may be at any time and without notice but we will respect your privacy.

### 10. Our liability.

**WE REMIND YOU THAT USE OF THE VILLA, POOL AND GARDENS IS AT YOUR OWN RISK. OWNERS WILL NOT BE LIABLE FOR LOSSES, DEATH OR PERSONAL INJURIES SUSTAINED.**

Please ensure that children are properly supervised at all times, particularly in and around the pool and gardens. Please be aware that fences, steps, terraces etc. may not comply with Health & Safety regulations in your own country.

We recommend that you arrange your own Travel Insurance.

### 11. Behaviour.

Upon making your reservation you accept responsibility for the proper conduct of all members of your party during your stay. We reserve the right at any time to terminate the stay of any party member/s whose behaviour is unacceptable and therefore likely to cause danger, nuisance or distress to others, or damage to the property. No refund will be given, nor will we be liable to pay compensation or expenses that you may incur as a result of this. Any damage caused to persons or property will be paid for by you.

### 12. Your Data

We will store your contact information (email address, phone numbers and bank details if provided) on our database and use it for administration purposes and to contact you with news and offers on our villa rentals. We will not sell or share your data with anyone. If you prefer not to receive emails from us after your rental then please email with the word "unsubscribe". You can change or delete your data at any time.