

TERMS AND CONDITIONS FOR VILLA INDIANA

To make and confirm a booking a 25% non-refundable deposit will be required. All bookings will remain as provisional until you receive confirmation from us that the deposit has been received. The balance of your rental payment will be due 8 weeks prior to your arrival. We will send you a reminder email in advance of this due date regarding the outstanding balance.

If a booking is made within 10 weeks of departure full payment including the damage/security payment will be required along with your signed booking form. **Failure to send any outstanding payment by the due day may result in us treating the booking as cancelled.**

The rental week runs from Monday to Monday, however we will do our best to accommodate your chosen dates during low season. Unfortunately these dates are fixed during the peak season.

PRICES

Except where otherwise stated electricity, water and gas are included in the price of your holiday. However excessive use of these services could incur an additional charge by the owners.

The rental price also includes a maid for 3 hours a day 6 days a week.

DAMAGE/SECURITY DEPOSIT

A refundable damage/security deposit of £250 is required at the time of the final balance payment. Charges for damages, breakages, outstanding bills and any extra cleaning required, if the property is not left in good order will be taken from your damage/security deposit.

Should there be no charges incurred (following an inventory once your stay has been completed) the damage/security deposit will be refunded to you within 7 days of your return. The sum reserved shall not limit your liability to Villa Indiana.

ARRIVING AND LEAVING

You are asked not to arrive at the property before **2pm** on the day of arrival and to leave by **10am** on the day of departure. Any visitors still at the property by 12pm on their last day without prior permission will be liable for one extra day's charge.

Keys: The arrangements for collection and deposit of keys, as well as the name of the contact in an emergency will be made nearer the time.

BED LINEN

All bed linen, bath and pool towels are provided. Beds will be made and the Villa will have been cleaned upon your arrival.

IF YOU CANCEL YOUR HOLIDAY

If you should be forced to cancel your holiday once your official booking confirmation has been sent to you, then cancellation charges will apply. The party leader must cancel the holiday in writing. The charge is calculated from the date that Villa Indiana receives your notification. Cancellation charges are calculated as a % of the total holiday accommodation cost;

1. More than 56 days = 25%
2. 29-55 days = 50%
3. 0-28 days = 100%

ALTERATIONS OR CANCELLATIONS BY US

In the unlikely event that we have to cancel your holiday due to unforeseen circumstances we will notify you as soon as possible. You will receive a full refund.

MAXIMUM OCCUPANCY

The maximum number of people accepted at the property is 11 people. You cannot take additional people without written consent. Parking a caravan or pitching a tent in the grounds is not permitted. Failure to observe these conditions could result in your party being asked to vacate the property.

TRAVEL INSURANCE

We strongly recommend you take out comprehensive travel insurance at the time of booking. All party members should have insurance for personal belongings and public liability, as these are not covered by the owner's insurance. Villa Indiana does not accept any liability for any losses that may be incurred for which insurance is available.

In all cases, except where personal injury, illness or death results, our liability to you will be limited to a maximum of the holiday accommodation price in total. **All claims must be made to us in writing within 14 days of the contractual end of your holiday.**

LEAVING THE PROPERTY CLEAN AND IN GOOD ORDER

You must leave the property and furniture in the same arrangement and condition as when you arrive. Basic cleaning between lettings is included in your holiday price, but the owner reserves the right to deduct the cost of any extra cleaning above and beyond this from the damage/security deposit should it be deemed necessary.

COMPLAINTS

If you have a justifiable complaint whilst staying at Villa Indiana please follow the below procedure:

- 1) In the first instance please speak with the local property manager, Emily Peratikou by calling: +30 698 0300264.

- 2) If you are unable to resolve the complaint, you should then contact the UK office:
T: +44 (0) 7977 991186
E: enquiries@villa-indiana.com

If you move to alternative accommodation without contacting us or giving us time to rectify the situation you will lose all rights to compensation or repayment. You must confirm in writing full details of the complaint to Villa Indiana within 14 days of the end of the contractual holiday period.

DISCLAIMER

All property information is, to the best of our knowledge, correct at the time of publication. Our aim is to make your holiday a memorable one so please ask if there are any special arrangements with which we can help or co-ordinate in advance of your holiday. If you need something additional to the services listed please don't hesitate to ask!