

Terms & Conditions

El Cotillo Holiday Apartment Belcon Del Residencial, El Cotillo, Fuerteventura, Canary Islands

Owners - David & Maria Betts

1. RESERVATIONS

Confirmation of reservations is, in all cases, conditional on acceptance of the following Booking Terms and Conditions.

The person making the booking must be 21 years of age or over and in the event that all members of the party travelling are under 21 it is necessary to seek prior acceptance of the booking from the owners.

Persons not wishing to be legally bound by these Terms and Conditions should not make any reservation.

2. PRICES and AVAILABILITY

The price and availability relevant to any booking is that shown on your written confirmation that may be issued by email or post.

3. CONFIRMATIONS

Accommodation is reserved and a contract established at the time a Confirmation and/or Booking Reference is issued. At this time the owner becomes responsible to provide you with the accommodation booked and you become responsible to pay for it.

In the event of payment not being received by the due date, or later rescinded, arrangements may be cancelled without further notice and cancellation charges imposed.

4. INSURANCE

It is strongly recommended that clients take out holiday insurance at the time of booking.

5. PAYMENT

When making a booking LESS THAN 6 WEEKS/42 DAYS prior to departure FULL PAYMENT is required at the time of booking.

When making a booking MORE THAN 6 WEEKS/42 DAYS prior to departure a non-refundable deposit of 30% OF THE TOTAL BOOKING VALUE is payable at time of booking.

The balance in full must be paid no later than 6 weeks before departure.

In the event of payment not being received in full by the due date the owners reserve the right to cancel arrangements made and levy charges as in Booking Condition 8 below.

6. SPECIAL REQUIREMENTS

If a special request can only be met at additional cost the amount will either be invoiced prior to departure or the procedure for payment in resort will be advised.

UNLESS specifically agreed in writing, the owners cannot accept any booking that is conditional on the satisfaction of a Special Request.

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7. IF YOU WISH TO ALTER A BOOKING

The owners will do their best to help. An administration fee of £10 will be payable for each alteration made.

If you wish to alter a booking within 6 weeks of departure, cancellation charges could apply.

8. CANCELLATION

If a booking or part thereof is cancelled, after a contract has been established between the owners and the client as in Clause 3, the owners must receive written advice of the cancellation signed, wherever possible, by the person who made the booking and the following charges will then apply:

| | |
|---------------------------------------|---------|
| More than 42 days prior to departure | Deposit |
| 42 – 29 days prior to departure | 50% |
| 28 – 15 days prior to departure | 75% |
| 14 – 4 days prior to departure | 90% |
| 3 days to date of departure and after | 100% |

The above cancellation charges are shown as a percentage of the total cost including the non-refundable deposit of 30%, which will be taken into account when any cancellation invoice is raised.

It may be possible to make a claim under any insurance policy arranged as in Booking Condition 4 above, subject to the terms of the policy.

9. NUMBER OF NIGHTS

The 'Number of Nights' stated in confirmation refers to the number of nights accommodation booked.

The apartment is normally available from 15:00 on the day of arrival and must be vacated by 10:00 on the day of departure.

10. ACCOMMODATION - OCCUPANCY AND BEHAVIOUR

The accommodation is reserved exclusively for the persons named or numbered on the confirmation. Unauthorised occupancy can lead to the whole party being forced to leave the accommodation immediately.

The local communities expect certain standards of behaviour and clients are requested to observe them. The owners reserve the right to terminate without compensation the holiday tenancy of any client(s) whose behaviour is causing annoyance or damage to property or persons whether employees, other clients or apartment owners.

11. DAMAGE AND BREAKAGES

Clients are responsible for the costs of rectifying any damage or deficiency arising from their occupancy. It is important therefore, that any damage or deficiency noted on arrival is brought to the attention of the owners as soon as possible.

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12. PROBLEMS AND COMPLAINTS

In the event of a problem or complaint, this should be brought to the immediate notice of the owner. Notifying a problem immediately gives the owner the opportunity to resolve any problem on the spot and minimise any inconvenience.

Failure to follow the above procedures and/or failure to complain within 28 days of return may reduce or extinguish any rights to claim compensation from the owner.

Any such rights will be reduced or extinguished if, had the client(s) followed the above procedures, the owners could have taken steps to reduce any loss or damage suffered or entirely prevented it from being suffered.

13. LIABILITY AND JURISDICTION

In the event of any dispute concerning standards of accommodation or administrative services provided by the owners, liability shall be limited to a maximum of twice the amount paid for the accommodation or services in question (personal injury, illness or death excluded).

The maximum amount would only be payable where every aspect of the accommodation or service has gone wrong and the client has not received any benefit from the contracted arrangements.

Please note that if any part of these booking conditions is found to be invalid or unenforceable, then the remainder of these booking conditions will not be affected but will remain valid and enforceable.