

www.rent-in-mojacar.com - Terms & Conditions

1. How to Make a Reservation

In order for us to accept your booking your party leader must read these conditions. The person who signs and completes the booking form does so on behalf of all the members of the party and binds them jointly to these terms and conditions. When you ask us to confirm your booking we will allocate you your chosen property and confirm your reservation. All payments are to be in £ Sterling unless otherwise agreed. Any additional nights will be charged on a pro-rata basis.

2. Initial Payment

At the time of your booking you will be asked to pay an initial deposit of 20% of the total cost of the property. This payment is your only commitment until 42 days prior to your departure.

3. Payment of Balance

The balance of the holiday cost must be paid at least 42 days prior to departure. Please ensure that payment is made within that time otherwise we reserve the right to treat your booking as cancelled, in which case you could be liable to pay us the cancellation charges detailed below. If you arrange your holiday within 42 days of travelling then full payment is due with your booking.

4. If You Cancel Your Booking

If you wish to cancel your booking you must do so by sending written confirmation. The person who signed the booking form must also sign the letter. In the event of a cancellation and to compensate for the expense of processing your booking and for any loss that may result from being unable to re-book the apartment, we charge the following cancellation fees:

Period before departure within which cancellation notice is received:	Amount of cancellation fee (as % of holiday cost).
More than 43 days	Initial Payment
42 - 29 days	60%
28 - 0 days	100%

5. Insurance Requirements

Holiday and travel Insurance, including cancellation cover, is essential for your own protection and we strongly recommend that you and all members of your party be suitably insured.

6. Party Size

At no time must any more persons occupy a property than stated on the booking form, except with prior written agreement. Property owners or their agents reserve the right to refuse admittance if this condition is not observed.

7. Problems With Your Property

If you have a problem during your holiday, immediately inform the Local Agent who will then endeavour to put things right. If you fail to do this we cannot accept responsibility, as we have not had the opportunity to investigate and rectify the problem.

8. Check in / Check out times

Your accommodation is available after 2pm on day of arrival and must be vacated by 10am on day of departure. The maid, gardener, pool man need this time to prepare the accommodation properly for incoming guests.

9. Breakages & Damages

We request a security deposit of £75 (refundable). We trust you to report any breakages or damage to our local agents / housekeepers on location. You will be required to pay for any repairs or replacements as necessary before departure.

10. Property Standards

We have carefully selected and inspected all the properties that we advertise and we endeavour to maintain high standards. However, inevitably, items break or require maintenance, therefore please be aware that you may encounter maintenance staff and gardeners during your stay. Please also remember that these are people's homes - please leave the villa in a reasonably clean and tidy condition. We reserve the right to charge for extra cleaning if necessary.

11. On Arrival

Immediately upon arrival at your holiday home please familiarise yourself with the layout of the property and identify any potential hazards e.g. unexpected steps, slippery surfaces etc. Please also read the safety precaution information contained within the welcome book.

12. Noise

Please respect your neighbours and do not cause unnecessary noise or activity resulting in complaint or ill feeling. Should you have need to complain please contact your local agent.

13. Safes

In those properties that provide a safe for guest use we cannot accept responsibility for any loss under any circumstances.

14. Properties Close to Golf Courses

Please be aware that the risk of stray golf balls entering the gardens/patios of properties near golf courses is unavoidable.

15. Pets

We regret that pets are not permitted at any of our properties.

16. Included in the Cost

A maid service is provided at the start and end of your holiday. Should you wish additional cleaning during your stay this can be arranged at a small additional charge.
All linen and towels but not pool towels (unless otherwise stated)
Cots / High Chairs are NOT included but can be hired.
Pool and garden maintenance
Water (not bottled) and electricity
All local and other taxes.

Assistance of our local representative if required (during office hours unless an emergency)

Enquiries:

All availability and booking enquiries to:

If dialing from within the UK: (office) 01772 685213
(mobile)07985086251

If calling from outside the UK: (office) 0044 1772 685213
(mobile) 00447985086251

Local Agent: Mojacar Homes

Office: 003 4950478000

E-mail: info@rent-in-mojacar.co.uk

All admin enquiries and payments to:

Jane Gorman (Admin) 33 Ribby Avenue, Wrea Green,
Nr. Preston PR4 2ND UK. Tel: +44 (0)1772 685213
E-mail: jane@rent-in-mojacar.com