



# booking information

## to make a booking

- 1 Email us at [tamsin@hip-villas.com](mailto:tamsin@hip-villas.com) to check availability and confirm pricing, or call us on **+44 (0)7967 622590**
- 2 Complete the booking form below and return it with your deposit for 25% of the total holiday cost
- 3 Final payment is due 8 weeks prior to your arrival. Late bookings within 8 weeks of arrival must be paid in full
- 4 Before signing the booking form please make sure you have read and understood the Booking Conditions

## additional information

### pricing

The rental includes the provision of towels, linen, use of utilities including water, electricity, gas, firewood and final cleaning. A welcome pack with basic provisions is included in the cost of your holiday.

### tenancy times

In order that the villas are clean and ready for your arrival, tenancy times must be adhered to:

Arrivals from 4pm

Departures by 10am

### key collection

Collection varies from villa to villa. We will send the key collection instructions pertaining to your villa by separate email.

### swimming pools

Pools are generally operational from May to October dependent on the climate. Our villa pools are not heated or fenced unless otherwise stated.

### laundry

Bed linen and towels are changed once a week. A mid-week change can be arranged at a supplement.

### animals

No animals are permitted in any Hip Villas properties.

### smoking

No smoking is permitted within any Hip Villas properties.



# booking conditions

## 1. Conditions of Booking

The following conditions apply to all bookings accepted by Hip Villas Ltd ("HV") and form the basis of the contract between us and the person or all persons included in the booking ("the client").

## 2. Booking Confirmation

No contract shall exist between HV and the client, which expression shall include all persons on whose behalf the client books, until deposits or full payment, as applicable have been received and a confirmation issued by HV to the client. HV has the right to refuse to accept any bookings at their discretion.

## 3. Booking and Payment

To make a booking please email or call us to confirm availability and current prices, then complete and sign the HV booking form and send it to us with a deposit of 25% of the total holiday cost. If more than one person is listed on the booking form the person authorised as the signatory is liable for all payments due. Full payment is required 8 weeks before your holiday commences. If you do not pay the balance of your holiday cost on the due date we reserve the right to treat your booking as cancelled and to levy a cancellation charge in accordance with clause 5 below. If you book your holiday less than 8 weeks before it is due to commence, the holiday cost is due in full at the time of booking. You must be at least 18yrs old to make the booking.

## 4. Alterations by the Client

To make an alteration HV must receive a written request from the person who signed the booking form. HV will always try to meet your requirements; however we may at our discretion, treat any changes as a cancellation by you and the cancellation fees as set out in clause 5 will apply. The client must pay any additional costs incurred by HV in relation to any alteration required.

## 5. Cancellations

If you want to cancel your booking after we have entered into a contract, the person who signed the booking form must advise us in writing by post or email as soon as possible. Verbal cancellations will not be accepted. At all times your deposit will be retained by HV and in addition we will ask you to pay cancellation charges as set out below. Cancellation periods are calculated on the date of your cancellation being received by us. Dishonoured cheques will be treated as a cancellation if received within eight weeks of departure and any costs incurred by HV will be recovered from the client.

Written notice given within days of departure:-

56 days or more	Deposit
42-55 days	60%
29-41 days	70%
15-28 days	90%
0-14 days	100%

The above cancellation charges are shown as a % of the total holiday cost. In all cases of cancellation the deposit will be forfeited. We shall not cancel the holiday after the final payment is due, unless it is necessary to do so for reasons out of our control. Reasons out of our control include war, political unrest, strikes, acts of God, epidemics, riots, civil strife, industrial dispute, terrorist activities, natural and technical disasters, closure of ports and airports, (unless the client defaults in the payments of the monies due). If for reasons outside of our control it becomes necessary to cancel a holiday on or before the date when the final payment is due, we shall offer a full refund of all monies paid.

## 6. Alterations by Hip Villas

We reserve the right to make minor changes to your holiday before and after any booking has been confirmed. No compensation is payable.

## 7. Website Information

Although we take every care to ensure that the particulars on our website are correct, we are not liable for any changes that may occur between the time of publishing and the time our clients go on holiday. Opinions expressed are personal to the authors and photographs only relate to a specific location when captioned. The layout and furnishings of rooms shown in photographs may change. We cannot accept responsibility for any descriptions, facts and opinions published in any third party or suppliers' brochures or promotional material.

## 8. Liability

If the contract we have with you is not performed or is improperly performed by us or our suppliers, we will consider appropriate compensation if this has affected the enjoyment of your holiday. However, we will not be liable where any failure in the performance of the contract is due to you or a third party unconnected with the provision of the holiday and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances which neither we or our suppliers of the services in question could have foreseen or avoided even with all due care. Our maximum liability under this agreement is limited to the rental cost of the villa, we will pay you a proportion of the maximum at our discretion, taking into account all relevant circumstances. HV shall not be liable for any noise, nuisance of disturbance arising outside the property rented under this contract caused by third parties beyond our control.

## 9. Complaints

Should a problem arise during your holiday please inform the local agent in charge of the property as soon as possible. They will make every effort to amend the problem.

## 10. Damage by and behaviour of the client

At the time of booking the client will be required to sign a credit card guarantee as a form of security deposit (this must be a Visa, Mastercard or Debit Card and is part of the HV booking form). The property will be checked following the departure of the client and all reported villa damages and breakages over £10 will be charged to the client. The client hereby authorises HV to debit their credit card as payment for the amounts owed to HV pursuant to their obligation under this clause. We shall inform you of the charge. The client undertakes to behave in an orderly fashion and not to disrupt the enjoyment of others on holiday or in any way harm the reputation of HV, the owners of its accommodation or its suppliers. The holiday of any client in breach of this clause shall be terminated forthwith and HV shall have no further contractual obligation towards him.

## 11. Accommodation

The accommodation provided is only for the use of clients shown on the booking form. Subletting, sharing or assignment is prohibited. Clients may use the rented villa pool area but do so at their own risk. Smoking is not permitted within the rented villa.

## 12. Lost Property

In the event that guests lose property while on holiday or leave items in the villa when returning home, no responsibility will be accepted by HV in the event that the property is not recovered or returned. HV cannot accept responsibility for theft from the villa or at any time during your holiday.

## 13. Insurance

It is a condition of booking that all clients are covered by adequate liability, medical and cancellation insurance from the date of confirmation. No liability will be accepted for any client travelling without adequate travel insurance.

## 14. Health and Safety

At all times the client is responsible for conducting himself so that the health and safety of third parties is not threatened. You agree to hold us harmless against all costs and expenses we incur as a result of your actions or omissions, which result in damage to person or property.

## 15. Late Arrivals

Hip Villas can take no responsibility for clients arriving late or delays en route to the villa.

## 16. Passports, visas and health requirements

Clients are responsible for the provision of all necessary valid documents covering all members of the party.

## 17. Jurisdiction

The contract between us and any matters arising from it will be governed by English Law and are subject to the jurisdiction of the Courts of England and Wales.