

Terms & Conditions

Last revised: November 2011.

Please take a moment to read through our Terms & Conditions, especially if you are about to make a booking.

Making Your Booking

Availability can be checked on the availability calendar.

Complete the online booking form to make your booking which will be held for 72 hours.

Upon receipt of your deposit cheque (20% of the full payment), an email confirmation of acceptance of your booking will be sent to you. To check our prices please view our pricing structure.

Once this has been done, then the website calendar will be updated accordingly.

The balance of your payment must be received within 8 weeks prior to your departure. If the balance is not received by the due date, we reserve the right to cancel the booking.

Bookings made less than 8 weeks before departure will be due for payment on receipt of the booking form.

Deposits Against Damage/Breakages

A further separate cheque for £150 will be required as a deposit.

This must be sent at the time you send the cheque for the balance for full payment. Neither the cheque for full payment or for the deposit against damages should be post dated.

The deposit cheque will be banked but upon your return, subject to the apartment being left in a satisfactory condition, you will be refunded your deposit. Any damages incurred will be charged and the balance of your deposit will then be returned to you

Check In

Check in to the apartment is anytime from 4.00 p.m.

The housekeeper, Lorraine Stocks, will meet you at the apartment on your day of arrival and give you the keys and show you around the apartment.

The apartment inventory is in the apartment folder for your reference.

Check Out

Check out from the apartment should be by midday at the latest.

Lorraine will be there to collect your keys and check the apartment against the inventory for any breakages or damage.

Your full deposit will be refunded on your return if everything is ok.

Meet & Greet out of Hours

There will be an additional charge if clients arrive outside of normal hours which are Monday to Friday between 10.00am and 08.00pm. Any arrivals outside of these times will incur an additional 15 Euros per occasion charge which should be paid in cash directly to Lorraine on arrival.

Cleaning Payment to be made to Lorraine

Please pay directly to Lorraine on arrival the cost for the apartment clean and laundry as follows:-

60 Euros for up to 4 people and an additional 5 Euros per person for each additional person.

Bed Linen/Towels

All bed linen and towels are supplied freshly laundered at the beginning of each visit. If you want your bed linen changed and laundered after the initial 7 day period, the additional cost will be 5 Euros per person which should be paid to Lorraine direct. Please inform her at the beginning of your stay if you want this additional service.

Pool towels are also supplied. Please only use these towels when by the pool.

Electricity/Water

All utilities within the apartment are inclusive in the cost of your rental. Please be aware that electricity charges are very high in Spain, so please do not leave lights (internal or external) on during the day or air-conditioning running when not in the apartment. We take meter readings at the start of each stay and at the end of each stay and we reserve the right to charge for any excessive use of electricity (this will be based on the average used in the previous year).

Sub Letting

The accommodation may only be used by the clients whose names appear on the booking form.

Insurance

Clients are strongly advised to take out full travel, medical and accidental injury insurance.

We do not hold any responsibility for any accident or injury caused whilst on our premises in Spain.

Cancellations

If the client wishes to cancel up to 8 weeks before departure, the deposit will be lost.

Less than 8 weeks before departure, then the total cost will be lost.

Please Note

WE ARE UNABLE TO ACCEPT RESPONSIBILITY FOR ANY ASPECT OF YOUR HOLIDAY BEYOND OUR CONTROL, SUCH AS THREATS OF WAR, CIVIL COMMOTION, INDUSTRIAL DISPUTES, GOVERNMENT ACTION, TRAVEL DELAYS OR RIOTS.

Our Contact Details

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Please send cheques made payable to "V Chandler"