

Apartment- Xabiamar Residencial

e-mail@javea-coast-rentals.co.uk

www.javea-coast-rentals.co.uk

Booking Terms & Conditions / Service Level Agreement

We will assist prospective rental guests in making a booking. All guests will be provided with contact details immediately after the decision to "book" the accommodation has been made. Javea Coast rentals goes to great length to ensure that the property descriptions and photos used on the website are accurate. Javea Coast Rentals may on occasion act to assist in finding other suitable accommodation via contacts or advertisements on the website. Any booking made with the assistance of Javea Coast Rentals with third party accommodation will be a contract between the client and the owner of the property and not with Javea Coast Rentals.

All reference to either 'us', 'our' or 'we' in these conditions refers to Javea Coast Rentals. References to "you" or "your" apply to the person making the booking and all members of the holiday party.

Services - All prices are inclusive of reasonable use of Water, electricity, air conditioning and gas unless otherwise stated.

Linen - We will arrange bed linen weekly (duvet covers, sheets and pillow cases) unless otherwise stated. (There is a 30euro charge for mid week linen changes for 2 week bookings for rentals at Xabiamar Residencial)

Towels - Hand towels and bath towels are changed weekly (beach towels are not provided).

Baby Cots & High Chairs - Please contact us if you require a cot or high chair, we may be able to assist. No bedding can be provided for, but hire of cot or high chair can be arranged.

Cleaning - Your accommodation will have been checked and cleaned before your arrival. Linen & towels are changed weekly for reservations of two weeks or more. (There is a 30euro charge for mid week linen change for 2 week bookings) A mid stay property clean can be arranged for bookings of more than 14 days but there will be a related charge. You are expected to leave the accommodation in a clean and tidy condition at the end of your holiday. A charge may be deducted from security deposit should the accommodation be left in an unsatisfactory condition.

Welcome-Pack

A welcome food pack can be provided for you on arrival at your property. This is particularly convenient when your arrival is either late afternoon or early evening. The pack consists of tea, coffee, bread, biscuits, cheese, butter, milk, bottled water, fruit juice and bottle of wine. Dependant on the size of your party you may want to book more than one pack. Please ask if you require us to arrange this locally for you at an additional cost.

Damage - While we are sure guests will treat owner's property with respect we reserve the right to ask for a security / damage deposit of between £200-£300 on each reservation. (Costs for **ANY** damage will be deducted at our discretion). The amount is payable in advance locally or on arrival. Or with the final balance 8 weeks before the departure date. On satisfactory inspection of the accommodation the deposit will be returned to you as soon as practicable. If it is not possible to do this prior to your departure, then the deposit will be posted back to you at the earliest opportunity. Please advise us if there were any "accidents" so that we can ensure everything is in order for our next guests.

Changeover - Will normally be on Saturday's *unless otherwise agreed* & we cannot guarantee access before *4pm* (Spanish time) on the day of your arrival, although we will try to accommodate your flights where able. It will be normal for guests to vacate the accommodation by *10am* on the day of departure, however when the guests have evening or late return flights, an enquiry should be made at the earliest opportunity with either the local representative, owner or Javea Coast Rentals. If there are no incoming guests we will try to accommodate a later departure time. Length of minimum stay may be negotiable.

Booking - On receipt of a booking application, we will confirm availability and costs including the deposit required. We will then make a provisional booking. Unless otherwise agreed we can only promise to keep a provisional booking for 7 days pending receipt of the deposit. If the deposit has not been received after 7 days no guarantee is made that the desired dates will still be available. When completing the guest booking all the names of the party must be included together with the ages of children and infants. The total number of guests must not exceed the number of persons indicated when the booking is made, *unless agreed in writing, in advance* (Xabiamar Residencial accommodates 6 persons). If the number of guests exceeds the maximum number specified for the property, any extra guests that were not notified to, or agreed by, Javea Coast Rentals or the owner will be subject to expulsion from the property.

Booking / Reservation Procedure - A 25% deposit is required within 7 days of a provisional booking being made. At the time of receipt the reservation will be assured *pending bank clearance* of any cheque or money transfer. The outstanding balance is payable no later than 8 weeks prior to the departure date of your holiday. Should your reservation be made with less than 8 weeks to your departure date, then the full cost of the accommodation will fall due for payment within seven days of the provisional booking being made. Save for any agreement where the guest agrees to pay all monies due within 7 days of any bookings made in excess of 8 weeks prior to departure date. Payments by cheque should be made payable to R.TOWNSEND. Please write the surname of the booking name and booking dates on the reverse. We will provide the mailing address for payment at the time of your provisional booking. Please see our [payment area](#) for details regarding online payment. Please read the booking terms & conditions, complete the booking form, and include a (picture page) passport photo copy of the person making the booking returning this by post to the address supplied.

Cancellations - All cancellations should be made in writing and confirmed with Javea Coast Rentals by normal [contact](#). Cancellations should be made no later than 4 weeks prior to commencement of the rental period. Unfortunately cancellation charges are applied to protect the potential loss to the property owner. Cancellation charges are as follows.

- 26 weeks or more to departure - Full refund
- 8 weeks to 26 weeks before departure - Deposit forfeited
- 4 weeks to 8 weeks to departure - 50% of total cost will be charged
- Less than 4 weeks to departure - 80% of total cost will be charged

Booking-Changes

In the event that we have to cancel or change your booking due to circumstances outside of our control, or if the property owners sell the property, you will have the choice of either:

- a) Accepting our offer of an alternative holiday arrangement
- b) Purchasing another holiday from us if available.
- c) Cancelling your holiday with us altogether and receiving a full refund of all rental monies

In *extraordinary* cases, Javea Coast Rentals reserves the right to change the property booked. Whenever possible such a change will be notified in advance of your arrival. The alternative property offered will be equal to or superior to the property booked. Should the alternative property not be acceptable a full refund of monies paid will be made. We regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation made necessary by circumstances beyond our control.

Confirmation - You will receive a receipt and booking confirmation as soon as your 25% deposit has been received. This confirmation letter will contain details of the remaining balance and date by which it is due. You will receive a further communication, concerning the receipt of your final balance, and details relating to Key collection point, directions to the accommodation and emergency numbers.

Pets - The policy on pets varies by property but many do not allow pets, please enquire if you want to take pets into the property.

Smoking - The policy on smoking varies by property but many do not allow smoking, please ask at the time of booking. At Xabiamar Residencial we do not allow smoking inside the property.

Javea Coast Rentals (and the property owner) promise to provide the accommodation facilities that you have booked, and perform the services contracted, with reasonable skill and care. *We do not accept responsibility for death, personal injury, or any failure or deficiency in respect of your accommodation arrangements that are not caused as a direct result of any fault on our part, to you or any member of your party or guests during your stay.* Nor for failures to local power and water supplies. It is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim. In the event of any faults or problems, you must make Javea Coast Rentals or its agent aware in a timely fashion, if necessary, in writing. You are obliged to give us the time necessary to resolve the problem. If no complaint has been made, and you leave the property prematurely and without the explicit agreement of us or our representative, you forfeit your rights to a refund on the rental price paid, unless the terms of this contract have been breached. Complaints that are not received until the end of the stay will not be taken into consideration and no refunds will be given.

Swimming Pool Safety

Be aware that in Spain it is normal that the majority of communal swimming pools do not offer life guard facilities or supply life saving equipment at the poolside. And many pools/properties do not have child safety barriers or similar safety measures; no liability is accepted for death or serious injury where the use of communal or private swimming pool use is relevant. You enter at your own risk so please be careful.

Building-Works

We have no control over building / construction works or noise pollution that occurs in the area as we do not receive advance notice of works. We cannot therefore be held responsible for any disruption and / or disturbance this may cause to you or your party.

We expect all guests to show consideration for other people and property. If, in our opinion, or the opinion of any other person in authority, any member of your party behaves in such a way as to cause, or be likely to cause danger, upset or distress to any third party, or damage to the property, or in any way damage the reputation and/or goodwill of the owner and/or Javea Coast Rentals, we are entitled, without prior notice, to terminate the occupation of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation and we will have no further responsibility towards such person(s). No refunds will be made, nor will we pay any expenses or costs incurred as a result of the termination.

Property-Care

It is a condition of your booking that you guarantee to treat the property and contents with due care and consideration. You are responsible for any damage to the property or its contents during your stay and that you agree to pay for any such damage. You must report any damage or breakages to us as soon as possible after they occur, particularly significant events that require emergency repairs that we will endeavor to rectify as soon as possible. You agree to leave the property clean and tidy on departure. [We reserve the right to recover the costs from you of additional cleaning if the property is left in an unacceptable condition. Any additional charges will be deducted from your security deposit.](#)

Liability

Under no circumstances shall our liability to you exceed the amount paid for the rental period.

Contract of hire - All bookings are accepted subject to the booking conditions, this in turn is accepted by the hirer and all persons in the party when confirming the booking.

BOOKING FORM

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Lead Guest Name

Mr/Mrs/Ms: _____ Full Name: _____

Address: _____

Postcode: _____ Home Tel: _____

Work Tel: _____

Mobile Phone: _____ (used in Spain)

E-mail: _____

Total No. of Guests: _____ Adults: _____

Children: _____ Infants: _____

All Guests' Names

Mr/Mrs/Ms: Forename: Surname: Age:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Holiday Details

Arrival Date:

Departure Date:

No. of Nights:

Rental price is: £ _____ (per week)

+ Security Deposit: £ _____ (refundable)

Total now due is: £ _____ (inc. refundable Security Deposit)

Total to Follow £ _____ On Date _____

Declaration

I agree on behalf of all persons on this booking form to accept the unaltered Booking Conditions (see reverse of this paper) and warrant that I have the authority of all persons named on the Booking Form to make the booking subject to these conditions. I am over 18 years of age.

Signature:

Date:

Flight Arrival Details

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This is so as we may inform our property managers of preparation and key hand-over details, etc.

Airport: _____ Flight No: _____ Time of arrival _____

At Airport: _____ Date: _____

Flying from: _____

Estimated arrival time at property (please allow at least 2 hours after landing): _____

Details for repayment of your Security Deposit:

This is so as we may return your Security Deposit to you as smoothly and quickly as possible. What method do you prefer that your Security Deposit be refunded to you? If you sent a cheque we can simply destroy it if you choose, otherwise Please supply relevant bank details if required: