

Sanctuary Villa Orlando

Booking Conditions

Your booking

After making a reservation you must complete the booking form, duly signed by the first named person in the party. The party leader must be over 18 years of age and authorised by all members of the party listed to accept the conditions of booking on their behalf. Once the booking form is received the booking will be confirmed in writing, please check them carefully to ensure they are correct notifying any changes immediately.

Due to state fire regulations the maximum capacity of the villa must not be exceeded. After you have received the confirmation we have a binding contract, all matters arising from it are governed by Scottish law.

Villa occupancy

The villa will be available for your occupancy at 4pm on the first day of your confirmed rental period. You are expected to vacate the villa by 10am on the last day of your confirmed rental period.

Payment

A £150.00 deposit is required on booking and is non refundable. The balance and security deposit is due 8 weeks prior to departure. If you book less than 8 weeks before departure the full balance is due immediately.

Security deposit

You are required to pay £150 per villa in case of breakage, loss or damage to the villa during your stay. This will be refunded 7 days after you return from holiday subject to there being no damage to the home or it's contents.

If you have to cancel your holiday.

Should it become necessary to cancel the booking the cancellation must be made by the party leader. The cancellation will become effective from the date the letter is received.

Cancellations are subject to charge detailed below as a percentage of the total amount due dependent on the time you cancel.

Cancellation notice given:

More than 56 days	Deposit only
56 to 28 days	50 %
28 to 0 days	100 %

In the event of your villa being changed or cancelled.

Occasionally we will be forced to make changes to your booking through reasons beyond our control. When any change affects your booking you will be informed as soon as possible however most are minor and generally a change in the villa specification will be an upgrade to that villa. If your villa has to be changed everything possible will be done to ensure it is the same standard or better, offering the same facilities.

If a major change is required ie moving you to an inferior villa, then the following options will be offered:

1. Accepting the change and a refund in respect of the price difference or
2. Cancelling and taking a full refund of all monies paid in respect of the booking.

Force majeure

Unfortunately we cannot be held responsible nor accept liability where we are prevented from delivering our contractual obligations by “force majeure”. These include but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes and other industrial disputes, natural disasters, fire, acts of God, terrorist activities, weather conditions, government action or other events outside our control. Your travel insurance may cover you in some of these events.

Travel Insurance.

It is vital that you have adequate travel insurance for all members of your party to safeguard you from loss should it become necessary to cancel your holiday for an insurable reason. It is your responsibility to ensure you purchase cover that is sufficient for your needs.

In case of complaint.

Whilst it is unlikely that you should have a complaint concerning your booking, things do occasionally go wrong. In case of complaint you must inform the local management company immediately so the matter can be rectified as soon as possible. If you are not satisfied with the solution please make this known in writing.. We will not accept liability for any dissatisfaction or other complaints not reported to the management company during your stay.

Should the complaint be unresolved when you leave please put your complaint in writing to us within 10 days of your arrival back to the UK No liability will be accepted if the complaint is not received in writing within this period.

The use of amenities

The use of accommodation and amenities ie swimming pool etc is entirely at your own risk, no responsibility can be accepted for injury, loss or damage to the user or visitors belongings.