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# **TERMS AND CONDITIONS OF HIRE**

**All booking applications should be made on the booking form enclosed, after first reading carefully these terms and conditions.**

**1. Booking** If there are more than 8 weeks till the start of the holiday a booking deposit of 50% of the total hire charge will secure your booking and must accompany your completed booking form. This deposit is non refundable. Only acceptance of a deposit, including clearing of funds, can be regarded as a booking. If there are 8 weeks or less till the start of the holiday, payment must be made in full.

**2. Payment of Balance** The payment of the balance of the hire charge is to be made 8 weeks before the start of the holiday. If the payment of the final balance is not forthcoming by the due date or funds are not cleared, the owners reserve the right to re-let the Villa and retain the deposit without notice (Note: it is the responsibility of the hirer to pay this – No reminders sent!)

**3. Travel/Holiday Insurance** All prospective clients must ensure that they have adequate holiday insurance prior to departure.

**4. Period of Hire** Hire periods shall generally be a minimum of 1 week duration or multiples thereof. Hirers departing early or arriving late do not qualify for any refund of the hire charge. Other periods of hire may be agreed on an individual basis with the owners. You will be allowed access to the Villa at 3pm and the villa must be vacated by the end of the hire period by 10:00 am on the day of departure. (unless previously agreed otherwise with the owners)

**5. Cancellations and Changes to Bookings** If for any reason we have to cancel your booking we shall make every effort to offer you a suitable alternative date or accommodation, if you reject this we will at your request, and in full and final settlement, refund all amounts paid to date

Any increase in your numbers must be both notified to us and approved by us in writing (either by letter or email) at least 8 weeks prior to the commencement of the holiday. An additional charge will be made to cover the cost of any additional people. Arrival of more than the stated and agreed number of people may result in a refusal to give accommodation to the group.

We also reserve the right to evict any person(s) from the villa who cause undue disturbance to others or who cause damage to the property.

**6. Door Key** The door key will be left in a small combination type safe mounted by the front door. The safe code will be notified to the hirer prior to the departure date. The Key is the sole responsibility of the hirer during their stay and if it should become lost a new key should be cut at the hirer's expense.

**7. Inventory** The Villa contains a full inventory of items to ensure that everything is to hand to make your stay enjoyable. The Villa is checked at the beginning of any hire period, any significant damage to the Villa over and above the normal wear & tear the hirer will be responsible for replacing or making good the damage.

**8. Occupation of the Villa** The accommodation booking is only for the clients named on the booking form, any subletting, sharing, over occupation or assignment is prohibited.

**9. Equipment** No equipment, apparatus, meter or appliance in the Villa or Pool may be improperly used, tampered with or damaged. All damage or injury resulting from such activities shall be the responsibility of, and shall be charged to the hirer.

**10. Swimming Pool** The hirer and the hire party shall obey the Swimming Pool Rules which are namely – No Running around the pool area, No Pushing into the pool, No Diving into the pool. Guests use the pool at their own risk and non swimmers must be supervised at all times. Once swimming has finished for the day the pool cover needs to be pulled across in order to protect against contamination of foreign objects.

**11. Cancellation** Should a hirer find it necessary to cancel a booking before the commencement of the hire period, they should notify Lanz Luxury Villas Ltd immediately in writing. On the proviso that the Villa can be re-let the rental shall be returned to the hirer.

Note. You are strongly advised to take out travel insurance at the time that you make your booking in order to protect yourself should it become necessary for you to cancel your holiday.

**12. Exclusions** Whilst the Villa owners and Lanz Luxury Villas Ltd and their representatives will do everything in their power to ensure you have a fantastic holiday, we shall not be held responsible for any accident or injury to the hirer or any members of the hire party due to any cause whatsoever.

**13. General** We are unable to accept responsibility for any inconvenience caused by disturbance of any kind, and at any time from neighbouring property, land, tenants/clients or animals. Or by the failure of local services for any length of time, such as electricity, water supply, electric or gas equipment. Or for the unavailability of any general amenities, including television), swimming pools that may have to be drained and re-filled, serviced and maintained from time to time, road works or condition of roads.

The use of all electrical items such as- washing machine, dishwasher, iron, radio/cassette, kettle etc. is entirely at the discretion of the user, and we will not be responsible for any injury or damage that may be a result of such usage. Views from the property may change from time to time due to happenings beyond our control, and cannot therefore be always guaranteed.

Any initial complaints regarding the accommodation must be advised to our Property Managers in Lanzarote or Lanz Luxury Villas within 24 hours of first arrival. Complaints during your stay should be notified asap in the same way and we will attempt to resolve them in a timely manner.

All baggage, money and personal possessions remain at all times and in all circumstances at the owner's risk.

**14. Force Majeure** If cancellation or change by us is brought about by war, threats of war, riots, civil commotion, strikes, disasters, terrorist activities, bad weather, acts of any government or public authority, acts of God or other events outside our control we shall not be held responsible in any way, except to refund any monies already paid in the event of cancellation.

**I accept the terms and conditions above**