

La Casa Roca Holiday Villa

Terms of Rental

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Acceptance of Terms and conditions.

Full payment or payment of the deposit itself indicates acceptance of these terms and conditions, which form a contract between you and the villa owners.

Occupancy.

Your accommodation is available from 3pm on day of arrival and must be vacated by 11am on day of departure. The maids need this time to prepare the accommodation properly for incoming guests. However if circumstances permit these times may be varied, but this must be pre-arranged.

Number of Persons.

At no time must any more persons occupy a property than agreed at the time of booking, except with prior written agreement. Property owners or their agents reserve the right to refuse admittance if this condition is not observed.

Arrival.

Immediately upon arrival at your holiday home please familiarize yourself with the layout of the property and identify any potential hazards e.g. unexpected steps, slippery surfaces etc.

Insurance.

Holiday, personal and travel insurance are essential for your own protection and we strongly recommend that your holiday, you and all members of your party be suitably insured. Insurance is not included with the villa rental.

Payments.

Payments should be made in accordance with the instructions sent with our confirmation. Where a property is held with a deposit rather than full payment then the balance must be received at least six weeks before arrival. If full payment is not received by that time we may re-advertise the holiday. If payment is in currency other than **GBP** then we reserve the right to adjust your final payment in the case of adverse currency fluctuations or excessive bank charges. Remember that we must receive the quoted **GBP** rental amount at our bank (or close to it) so you should take this into account when deciding with your bank the correct method and amount to pay

Breakages, Damage and Property Care.

We trust you to report any breakages or damage to us. You may be required to pay for any repairs, replacements or extra cleaning as necessary which will be deducted from your security deposit.

Satellite TV / DVD / Games Console.

The property has Satellite T.V. but the number of English speaking channels may be limited. A DVD player is included with some music CD's and a PlayStation 1 console with a selection of games.

Problems with property.

If you have a problem during your holiday, immediately inform Us or the Local Agent who will then endeavour to put things right, If you fail to do this we cannot accept responsibility, as we have not had the opportunity to investigate and rectify the problem. Problems affecting your stay will always be treated the same day although there may be times, such as weekends and public holidays, when repairs may take longer.

Heating and Air conditioning.

The villa has central heating and Air-conditioning in living room and bedrooms.

Included in cost.

Local information notes and maps, All water and electricity, All local and other taxes, All bed linens and towels. Please bring your own beach towels. Cleaning before and after stay.

House keys and property use.

You are responsible for the keys whilst they are in your possession and for their safe return to the villa owner

via recorded delivery or our agent. Our information pack may include certain instructions relating to your property and the safe use of equipment etc these should be followed.

Safety.

The owners and their agent cannot be held responsible for personal injury or accident however caused and therefore advise guests have full personal and holiday insurance.

Rights of Access.

The representatives or their subcontractors have the right of access to the property at any time with due regard to the convenience of the hirer for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Hirer's Responsibilities.

The hirer is responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the hire period. The hirer shall ensure that no member of the party engages in any activity which may cause offence to neighbours this includes unacceptable antisocial behavior. Also, to ensure that the Barbecue is cleaned and that all rubbish is placed in the communal dustbins at roadsides.

Key/Security Deposit.

We charge a security deposit. This is to ensure that the villa is left reasonably tidy and that the keys are returned to us.

Deposits are returned to you within ten days of your holiday end date.

Descriptions & Website accuracy.

All information contained on our website has been compiled from up to date details and we have taken care to ensure its accuracy. There may however be occasions when an advertised facility is either modified or unavailable. Such situations may be dictated by local circumstances, necessity for maintenance, local construction work, water shortages, adverse weather, fuel shortages, power cuts, and other circumstances beyond our control. If we are advised of this, we will of course inform you as soon as possible, but we cannot be held liable in such circumstances.

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