

Terms and conditions

Please read these Terms & Conditions of Devlin Property Holdings Limited carefully, by booking and paying our apartment, you are deemed to have accepted them.

1. CONTRACT

The contract for a short-term holiday rental shall be made between the client and the owner. The Contract is only effective once the transaction has been approved via email, the required payment has been received and confirmation has been sent to the client either by email. On arrival the client must be able to provide written confirmation of booking sent to them by Palm View, Casa Banderas as evidence of said booking if requested. If there is no written confirmation of booking for the appropriate dates there is no legal contract. A copy of guest passports may be required on request and prior to your stay.

2. PAYMENT AND PRICES

All apartment rentals are payable in full at time of booking, unless otherwise arranged. Payment can be via bank transfer. We reserve the right to amend the price and conditions detailed on the website at any time prior to booking and variations may apply from the published price.

3. CANCELLATION

In the event that you have to cancel, our cancellation policy is as follows:

3.1 Guests who cancel at least 60 days prior to check-in will get 100% of the amount paid refunded.

3.2 Guests who cancel between 30 and 60 days before check-in will get 50% of the amount paid refunded.

3.3 No other refunds apply for cancellations under 30 days.

3.4 **Please speak with us directly re cancellations.

4. PERIOD OF RENTAL

Your apartment will be ready for you by 4pm on the day of arrival and must be vacated not later than 10am on the day of departure.

Early arrival and later departure are by prior arrangement only and may incur additional charges.

Should bookers arrive earlier than check-in time, they are welcome to attend the Home Care Office in La Cala where

luggage can be left, showers also available. On the day of departure, luggage can also be stored safely in the Home Care Office.

Please note that late departure will incur a charge of £45 per hour, which will be charged to your credit/debit card.

5. NUMBER OF GUESTS PER APARTMENT

The number of persons occupying Palm View Apartment, Casa Banderas must not exceed four persons. We reserve the right to terminate the hire without notice if this condition is breached. Children over the age of 2, not sleeping in a travel cot, count towards the total number of guests.

6. SMOKING POLICY

Clients are reminded that Palm View Apartment, Casa Banderas are strictly non-smoking to ensure the comfort of all our guests. Anyone found to have been smoking in the apartment will be charged a fee of up to £200 for a deep clean to remove the smell of smoke for fellow guests.

7. CARE OF PROPERTY

Guests should leave Palm View Apartment, Casa Banderas clean and tidy on departure. We reserve the right to make an additional charge of the extra cost of cleaning incurred by us if the property is not left in a satisfactory condition. Guests are expected to use the apartment with care and will be liable for any loss or damage to the apartment or contents regardless of whether this damage is the result of negligence or of acts committed by themselves or by other guests.

We reserve the right to carry out inventory and other checks prior to your departure, or to carry out repairs or maintenance. We reserve the right to seek compensation for any damage discovered at a later date.

Please inform us as soon as possible if you have a complaint about our apartment or if you find that anything is faulty within the apartment that needs our attention, so that we can assist and repair. Due to the limited period of hire, it may not be possible to repair such items during the period of hire. We cannot be held liable for a breakdown of any facility which is beyond our reasonable control (e.g.

breakdown or failure of any electrical equipment, facility or plumbing) or from any misuse or negligence of the client using the equipment.

On departure, failure to return apartment keys will incur a charge of £50.00 per key to your credit/debit card.

8. REFUNDABLE SECURITY DEPOSIT

We will hold credit card details in lieu of a refundable security deposit, or ask for payment of the security deposit with the balance of rental. This is held in case of unreported breakages, loss or damage to items within the property together with any excess cleaning or refuse disposal required after occupancy.

9. PETS

No pets or animals are permitted in the apartments. Anyone found to have pets in the apartments will be charged a fee of up to £200 for a deep clean for the comfort of future guests.

10. ITEMS INCLUDED

Our prices include the provision of quality bed linen, duvets, towels, electricity and water. Your apartment is fully serviced for your arrival. A travel cot and high-chair are available on request at time of booking.

11. PERSONAL INJURY & LOSS OF CLIENT PROPERTY

The proprietor accepts no liability for accident, injury, loss or damage sustained by any residents, their family, visitors, vehicles or personal effects however caused.

12. CIRCUMSTANCES BEYOND OUR CONTROL

If for any reason an apartment has been rendered unsuitable for holiday letting (e.g. water damage/fire damage, break down of heating system etc.) on the date booked, we will endeavour to offer alternative accommodation or alternative dates, or offer a refund of all monies paid by the client. There shall be no further claim against the owner.

13. GENERAL

No apartment shall be used for any illegal or immoral purpose or for any trade or business.

No inflammable or explosive material should be stored or placed in or close to any apartment.

Only the curtains and blinds in each apartment shall be used to cover or obstruct the windows of the apartment.

Home entertainment equipment, musical instruments and similar equipment must be used in a way as to cause no annoyance or disturbance to any other guests or residents staying in apartments.

In particular the volume of all equipment should be controlled so as not to be audible outside any apartment between 9.00pm and 9.00am.

Cars must be parked only in designated parking areas within Block C car park No 9.

We reserve the right to decline accommodation and to require the immediate removal of any persons not complying with these conditions or for any behaviour detrimental to the property or the comfort of our other guests/residents.

14. MARKETING

We retain information collected by us and may use it to provide you with holiday or special information. We will never pass your information on to third parties.

We are sure that you will have a very enjoyable holiday in Palm View Apartment, Casa Banderas with us, evertheless, should you any have cause for complaint, please advise us immediately so we can try and resolve the problem.

Complaints cannot be accepted after guests have departed.