

BEYAZ VILLAS

GUEST TERMS & CONDITIONS

Reservations for accommodation by guests (the Guest) are accepted by Beyaz Villas. Our Manager has agreed management for the Terms and Conditions for Beyaz Villas.

The Agreement: The holiday rental agreement is between the Guest and the Owner. The contract has been made, once the Guest has paid a deposit and Beyaz Villas has dispatched a confirmation of booking. The guest must be over 18 years of age, at the time of booking.

Booking: The Guest who makes the booking is deemed to have agreed to these Terms and Conditions and will be responsible for all persons included in the booking and should ensure that they are all aware of these Terms & Conditions. Beyaz Villas reserves the right to decline any booking to any person who has not complied with these Terms & Conditions.

Payment: For bookings made more than 2 months before arrival, a deposit (part payment) is required. The balance is due 8 weeks before the holiday commences. For bookings made less than 8 weeks before arrival, the total amount is payable in full on booking.

The Guest agrees to pay the balance of the payment 8 weeks before the holiday is due to start. E-mail reminders are sent, but delivery cannot be guaranteed. Where a guest fails to pay their balance by the due date the booking may be cancelled and the deposit retained.

Number of People using Holiday Accommodation: The owners permit the Guest and members of the guest's party (but no one else) to occupy the property for holiday purposes only. The Guest must declare the correct number of additional guests during booking and, if this changes, must inform Beyaz Villas before the rental commences, of any change. No more than the maximum number of persons stated on the website may occupy a property unless by prior written agreement with Beyaz Villas. Extra charges may be applicable if the number of guests differs from the number on the booking.

Arrival/Departure: Beyaz Villas accepts arrival and departure at any time of the night or day. There is no time to vacate the property unless another guest is due on the changeover day. In this instance luggage will be stored and a shower will be made available where possible.

Cancellation or Changes by the Guest: Once the holiday is booked the Guest has entered into a legally binding contract. If the Guest cancels, for

whatever reason (including medical and weather related) then no refund of the deposit will be due, and within 8 weeks of the holiday no refund of the full balance is due. A holiday cancellation protection plan should be taken out to cover forced cancellations.

Cancellations must be notified in writing by email to Beyaz Villas immediately. Beyaz Villas will endeavour to re-let the property and if successful may, at their discretion, allow the guest to transfer to alternate dates and/or accommodation.

Once a booking has been accepted by Beyaz Villas, it can only be changed to another property by treating the original booking as a cancellation. Holiday dates may be changed providing the property is available for the new dates and Beyaz Villas is agreeable to the change.

We recommend and expect that the guest will have or will take out a holiday insurance policy (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.

Guest Responsibility: The supervision of children, babies and any adults requiring care remains the responsibility of the guest at all times including around the pool.

Guests should not leave any items at the property and, if left, Beyaz Villas has the right to charge for the removal, return or disposal of those items.

Damage, Loss, Theft: Guests agree to inform Beyaz Villas of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. Beyaz Villas may ask for reasonable replacement costs. In the instance of damage Beyaz Villas reserves the right to be reimbursed automatically via the payment method provided at booking.

Nuisance: Guests should not cause nuisance or annoyance to occupants of any nearby property.

If, in the opinion of the Beyaz Villas, any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by them as discharged and they may repossess the property immediately. The guest will remain liable for the whole cost of rental and no refund shall be due.

Access: Guests must allow reasonable access to the property by the agent/owner for maintenance given reasonable notice.

Complaints: Beyaz Villas cannot be held responsible for any perceived inadequacies in any of the properties. Property descriptions and all details

both written and verbal are given in good faith and believed to be correct, but interpretation thereof can be subjective and as such their accuracy cannot be guaranteed. Property details may vary over time from photographs and descriptions on the websites.

Liability: Beyaz Villas cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, gas, electrical services or exceptional weather.

No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the guest or any member of the party during their occupancy.

The maximum liability accepted by Beyaz Villas will be the total cost of the holiday as paid by the guest. No other expenses such as travelling costs or alternative accommodation will be accepted.

Cancellation by Owners: Beyaz Villas reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through fire, flood, etc.) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). Beyaz Villas is not under any other liability if such cancellation occurs. Note: in the unlikely event of a cancellation Beyaz Villas will make every possible effort to secure alternative accommodation if required.

No Smoking: Beyaz Villas has a No Smoking policy within properties.

Force Majeure: Beyaz Villas cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

Waiver: The failure of Beyaz Villas to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to this agreement does not constitute and shall not be construed as a waiver of such term or right.

Miscellaneous: The guest agrees that the contract with Beyaz Villas is made at the owner's premises and that any proceedings between the parties shall be conducted in the County Court nearest to the owner.

Use of our websites and services are bound in accordance with these guest terms and conditions and our [privacy policy](#), which outlines how we use and protect your data in delivery of these services.

1st January 2020