

## **LUXVILLA.RENT Terms and Conditions**

**RESERVATIONS:** All bookings are subject to availability at the time the written or email bookings and appropriate payments are received by us. No Booking can be regarded as firm until confirmation and payment is received.

**INSURANCE:** As a condition of booking you are required to take out holiday insurance providing adequate cover for normal requirements including cancellation and your own contents while occupying the property and it is your responsibility to arrange any additional cover you may require. It is strongly recommended that insurance is taken at the time of booking.

**PAYMENT:** When making a booking LESS THAN 12 WEEKS prior to departure, payment in full is required at the time of booking. When making a booking MORE THAN 12 WEEKS prior to departure a prepayment of 20% is required with the final payment of 80% due 12 weeks prior to departure.

**PLEASE BE AWARE:** Please note that we reserve the rights to take action needed to maintain the villa in appropriate conditions, therefore twice a week all swimming pools must have maintenance by our maintenance employee, please do not prevent this action at any time. In some particular circumstances we reserve the rights to move reservation from one villa to another with appropriate advance notice. Transfer of the reservation will be made within the same address, the same complex, to equal villa with the same amenities.

**STAY OVER CLEANING:** Should you require stay over cleaning, please contact our partners "AZ Cleaning Services" in advance (phone: +34 654 904 333, email: [info@cleaning-services-tenerife.com](mailto:info@cleaning-services-tenerife.com)). Price is 80 Euro per cleaning, bed linen change - 5 Euro per person. To be paid in cash.

**IF YOU WISH TO ALTER YOUR BOOKING:** If you wish to alter your booking we will do our best to help. An administration fee in amount of 150 EUR will be levied for each alteration made. If you wish to alter your booking within 6 weeks, other charges could apply.

**CANCELLATION:** If a booking or part thereof is cancelled we must receive written advice of the cancellation. Cancellation charges will be applied and are as following: more than 12 weeks before arrival: deposit; 6-12 weeks: 50% of total charges; 6 weeks up to arrival: 100% of total charges.

**CHECK-IN / CHECK-OUT TIME:** Our standard Check-in time is from 15:00. Our standard Check-out time is until 11:00. Early check-in or late check-out is possible, subject to availability at 25 Euro per extra hour. To be requested and paid in advance.