

CyprusEastcoast.com BOOKING TERMS & CONDITIONS

The aim of these booking terms & conditions is to explain your obligations as a customer and what you will receive in return.

In these Booking Conditions, "you" and "your" means all persons named on the booking form (including anyone who is added or substituted at a later date). "We", "us" and "our" means CyprusEastcoast.com.

1. HOW TO BOOK

1.1 You must contact us before making a booking to obtain confirmation of availability. Subject to availability, and on your request, a provisional reservation will then be made. The following must then be sent to us within 48 hours:

(a) The completed and signed booking form: The person who signs the booking form certifies that he/she is authorised to agree the Booking Conditions on behalf of all persons included on the Booking Form, including those substituted/added at a later date.

The signatory must be a member of the party occupying the property and must be 21 years or over. Bookings cannot be accepted from parties of young people less than 21 years of age.

(b) The payments referred to in clause 2 below.

2. PAYMENT

2.1 A non-refundable deposit of £250 of the rental cost must be paid within 48 hours of making your provisional reservation.

2.2 The balance must be paid not less than 8 weeks (56 days) prior to your arrival at the Property. This must be accompanied by a security deposit of £250.

2.3 We are entitled to treat your booking as cancelled if you fail to pay the balance on time. (See Cancellation, clause 6)

2.4 Bookings taken within 8 weeks of your arrival at the property must be paid in full, including the security deposit.

3. CONTRACT

3.1 Once we have received your booking form and all appropriate payments, we will confirm your booking by issuing a confirmation invoice. This invoice will be sent to the party leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later.

4. RENTAL

4.1 The prices given are in sterling and the rental price is weekly.

4.2 Our properties are let fully furnished and equipped. The price includes linen, full cleaning services, and electricity.

4.3 We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware of at the time of booking.

5. SECURITY DEPOSIT

5.1 Our accommodation is made available for letting on the understanding that the property will be left clean and tidy at the time of checkout and all personal waste must be removed from the property. A security deposit is required to cover the cost of any damages or breakages to or at the property and any additional cleaning not included in the rental price. This amount will be cashed prior to your arrival at the property. It is payable with your holiday balance.

5.2 Customers are not permitted to move any furniture or equipment without prior written consent from ourselves. In the event of such permission being granted, it is the customers responsibility to return the same to its original position before checkout. Under no circumstances must any items for use inside the property, be moved outside.

5.3 It may take up to 2 weeks after your departure from the property to return the deposit to you. However, delays can be caused whilst waiting for proof of damage.

5.4 The cost of any damage caused by you will be deducted from the security deposit and the remaining balance will be returned to you. If the security deposit paid by you is not sufficient to cover the cost of such damage, we are entitled to recover any additional costs from you.

5.5 Some damages may not be immediately obvious upon your departure. We reserve the right to charge you for any damage noted in the property after your departure.

5.6 We reserve the right to hold the security deposit for longer than 2 weeks if there is a dispute over damage, or we are awaiting bills/proof of damage.

6. ALTERATIONS/CANCELLATION BY THE OWNER

6.1 In the unlikely event of a significant change or cancellation of your booking by us, we will inform you as soon as possible. If requested and if available we will try to arrange an alternative booking. A refund of all monies paid by you is alternatively available.

6.2 We reserve the right in any circumstances to cancel your Booking. However, we will not cancel your booking less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance.

7. CANCELLATION BY YOU

7.1 Any cancellation by you (for whatever reason) must be in writing. (Including email or fax). The effective date of cancellation is the date we receive written notification.

7.2 If you cancel 8 weeks or more prior to your arrival at the property you will lose your deposit.

7.3 If you cancel less than 8 weeks before your arrival at the property or the booking is cancelled due to your non-payment, we shall be entitled to the full cost of the booking from you.

7.4 If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Claims must be made direct to the insurance company concerned.

7.5 No refund can be given should you decide to vacate the property early.

8. YOUR RESPONSIBILITIES

8.1 You must keep the property and all furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the commencement of the holiday, and in the same state of cleanliness and general order in which it was found. You will be responsible for the payment for any breakages, loss or damage to the property caused by you. (We recommend that you take out adequate insurance cover to cover this). We reserve the right to make deductions from the security deposit for any extra cleaning, over the number of hours committed to departure cleaning, and to claim against you for damage or loss, the cost of which exceeds the security deposit.

9. PEOPLE USING THE PROPERTY

9.1 Unless otherwise agreed, the maximum number allowed at the property may not exceed 10. We have the right to terminate hire without prior notice and without refund or compensation if the numbers are exceeded.

9.2 No special facilities are provided for infants. No cot or highchair is provided but may be rented locally via Cypruseastcoast.com if required. Payment and contracts for these are made directly to Cypruseastcoast.com.

10. ACCESS

10.1 We or our representative shall be allowed access to inspect the property prior to your departure and also have a right to access the property during your stay to provide Maid Service and to carry out urgent maintenance. Gardeners and pool maintenance staff enter the grounds during your stay, normally early in the morning.

11. BEHAVIOUR

11.1 It is your responsibility to ensure that you and the members of your party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances we or our representative have the right to terminate arrangements made on your behalf, in which case our responsibility to you ceases immediately and there can be no refunds, no payment of compensation and no reimbursement of any cost or expenses you may incur as a result. Further, you will be liable to reimburse us for any expenses whatsoever it incurs as a result of your behaviour.

12. LINEN

12.1 Linen is included. (2 towels per person). Linen is changed weekly. If you require more frequent changes you should request this at the time of booking. (There may be an additional cost)

12.2 Beach and pool towels are not provided.

13. SMOKING POLICY

13.1 To suit the preferences of the majority of our guests, smoking is not permitted inside Limnos No8. If you wish to smoke please do so outside.

14. SWIMMING POOL

14.1 Please note that swimming pools carry their own inherent risks and we cannot accept any liability whatsoever for any injury or loss as a result of our rental properties having a private swimming pool. We do not provide a Life Guard and upon arrival at the property you and all members of your party must take time to familiarise yourselves with the location, layout, and depths of the swimming pool at the property. Young children must not be allowed to wander unaccompanied in the grounds of the property as there is a swimming pool.

15. AIR CONDITIONING

15.1 The cost of air-conditioning is included in the villa price. Please use the air-conditioning units with care. They must only be used while you are in the property, with all windows and doors kept closed. Please do not use the air-conditioning units continuously or while the property is unoccupied.

16. SECURITY AND VALUABLES

16.1 Any valuables left at the property are left at your own risk. We are not responsible for any loss. It is essential and your responsibility to ensure all doors, shutters, windows are closed and locked when leaving the property, or when by the poolside/in the grounds.

17. ARRIVAL AND DEPARTURE

17.1 The villa is available from 3.00pm on your date of arrival. You will receive details regarding key collection and directions to the property.

17.2 You must vacate the property by 11.00am on the day of departure. If these times cause you difficulty, please advise us at the time of booking. We will not be able to guarantee any changes can be made after the booking.

18. TRANSPORT SUPPLIERS

18.1 You are responsible for arranging your transport to and from the property. We can assist in notifying you of companies who can organise car hire and airport transfers in Cyprus. Contracts for these services are direct with the supplier. Payment for these services are paid directly to Cypruseastcoast.com. We cannot accept any responsibility for any problems arising out of any transport services. Any contract you enter into for transport services is with the supplier of the services concerned.

19. INFORMATION

19.1 While we make every effort to ensure the descriptions supplied are accurately reproduced in our brochure and on our website, we cannot accept responsibility for any descriptions which contain inaccurate, incomplete or misleading information or errors except where this arises out of our negligence. You must accept that minor differences between the photograph/illustration/text used and the actual property may arise and should not be relied upon by you as an indication that the property is suitable in all respects for your needs or those of your party's.

19.2 We reserve the right to make modifications to the property specification that are considered necessary in light of operating requirements. In the interest of continual improvement we reserve the right to alter furniture, amenities, facilities, either advertised or previously available, without any prior notice.

19.3 If we become aware of material changes after your booking has been confirmed we will advise you before departure.

19.4 Distances and traveling times given are approximate.

20. PETS

20.1 Pets are not allowed unless with our explicit permission.

21. COMPLAINTS

21.1 If you have a problem during your holiday or in the event that you are disappointed with the property, you must first contact our local representative who will liaise with us to try to solve the problem. If you fail to follow this procedure we will have been deprived of the opportunity to investigate and rectify your complaint and this may affect your rights under this contract.

21.2 Complaints received at the end of the holiday will not be accepted. (If you vacate the property before the departure date without notifying our local representative or ourselves in the UK you will forfeit your right to a refund)

21.3 If your complaint is not resolved locally, please follow this up within 7 days of your return home by writing to Mr S. New, Cypruseastcoast.com 15 Church Street, Oldbury, West Midlands B69 3AA giving all relevant information.

22. OUR LIABILITY

22.1 In any event, our total liability will be limited to your rental amount paid.

22.2 We cannot be held responsible for noise or disturbance originating beyond the boundaries of the property or which is beyond our control. In the event that a source of reasonably obvious noise has been in existence prior to your arrival and we are informed of this, we will contact you to inform you of the disturbance.

22.3 We cannot be held responsible for the breakdown of mechanical equipment such as pumps, boilers, swimming pool filtration systems, nor for the failure of public utilities such as water, gas and electricity.

22.4 Appliances and equipment will from time to time malfunction and may need repair. The local management company will use their best endeavors to have the problem rectified as quickly as possible.

22.5 We shall not be liable for any loss, breach or delay due to any cause beyond our reasonable control including, though not limited to act of God, explosion, tempest, fire or accident, war or threat of war, civil disturbances, acts, restrictions, regulations, bye-laws, or measure of any kind on the part of the government or local authorities, strikes, lock-outs, or other industrial actions or disputes or adverse weather conditions. In any case we shall be entitled to treat the contract as discharged.

22.6 We cannot accept responsibility for events out of our control e.g. bad weather, delay caused by carrier company, breakdown of domestic equipment.

22.7 In the event of discharge our liability shall be limited to the return of the sums paid to us in respect to the unused portion of the holiday calculated on a pro rata daily basis.

23. INSURANCE

23.1 It is a condition of booking that all members of the party have comprehensive travel insurance. Proof may be required.

23.2 We cannot be held responsible for any problems arising out of the organisation of insurance.

24. DATA PROTECTION

24.1 We will ensure that the collation of personal information is fair and lawful. We request full details of all party members prior to arrival.

24.2 Some sensitive information may need to be passed on to third parties. This will only apply to instances where you have requested additional services.

24.3 Please let us know if you would like your personal details to be removed from our database, after your holiday. We may use this data to update you on our product.

25. PASSPORTS, VISAS, DOCUMENTATION

25.1 You are responsible for all members of your party's travel and health documentation. We cannot accept liabilities if any of your members are refused entry onto any transport or any country due to failure on your part to carry correct documentation.

26. QUESTIONS

If you have any questions we will be pleased to assist you. Please contact:

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