

Casa Pierre - Terms and Conditions

Your contract with us

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. You must be at least 18 years old to make a booking with us. Your contract with Casapierre.com is made once your deposit has been processed and a confirmation has been emailed to you.

Included in the quoted price

Included in the quoted price is the accommodation, as confirmed on your confirmation/invoice for the people named on the booking form, in the property 'Casa Pierre', including local taxes, gas, water, electricity and service charges. Also included is bedding, towels and tea towels. (YOU MUST PROVIDE YOUR OWN POOL/BEACH TOWELS), Weekly laundering of household linen for rentals of two weeks or more and cleaning of the villa before your arrival.

Not included in the quoted price

Travel insurance, which is compulsory, transportation to and from your accommodation and beach towels.

Payments

Payments can be made by personal sterling cheque (subject to clearing) or by bank transfer. A deposit of 10% is required in order to confirm your booking, with the balance and £200 refundable security deposit due 8 weeks prior to your holiday commencement date. Deposits must be paid by bank transfer and cheques (if necessary) sent for balance payments must be received 9 weeks prior to departure to be accepted. Please allow at least 2 weeks for postage. If you fail to pay in full, eight weeks before departure, your holiday will be cancelled and you will lose your deposit. If you book within eight weeks prior to departure this will be classed as a late booking and we must receive full payment by bank transfer before we can confirm your booking.

Confirmation

Please check your confirmation invoice and all other documents you receive from us, immediately on receipt. You must contact us straightaway if any information appears to be incorrect as it may not be possible to make changes later. If you cancel or alter your booking later on, you may have to pay an amendment charge. We reserve the right to refuse your booking. If we do this we will refund any money already paid to us.

Holiday insurance

Adequate insurance is compulsory. Your booking cannot be accepted until insurance arrangements have been made. We highly recommend that any

alternative insurance purchased must have a 24-hour emergency telephone service.

Breakages, Loss and Damage

Should you or any member of your party be responsible for any breakages, loss or damage of any item of the property or additional cleaning has been necessary, a charge will be made automatically and an invoice will be sent to you.

Your Accommodation

This is reserved exclusively for the people named on the confirmation invoice and no other persons are permitted to stay at the accommodation unless this has been agreed with us in writing and appropriate payments made (if applicable). We have gone to great lengths to ensure that the description of property is faithful and honest. We have inspected and evaluated the property on our website and believe all descriptions to be accurate. The property has been carefully inspected and is equipped with sufficient furnishings and facilities for your holiday. For a full inventory of your villa prior to departure, please ask your representative. Should you require any unusual items which are not included in the villa description, it is your responsibility to bring this with you or purchase it locally.

Arrival and Departure times

We do our best to accommodate arrivals at any time. Officially the rental period commences at 16:00 on the day of rental and terminates at 10:00 on the day of departure. However, we do try to be as flexible as possible and allow access as soon as the property has been cleaned and prepared. Clients departing on later flights may be able to extend their stay after 10:00 depending on the arrival time of incoming clients (who always have priority) and our cleaning schedule.

Disabled Visitors

Unfortunately Casa Pierre may be unsuitable for disabled persons due to access and layout. Please ensure that you enquire about the suitability of the property before booking.

Pets

Pets are not permitted under any circumstances due to the fact that ongoing clients may have an allergy to animals and in accordance with current regulations. Additionally clients are requested not to feed or allow stray cats or dogs inside the property. Failure to comply with the above could cause the cancellation of the rental contract and/or the cost of cleaning and sterilizing the property.

Alterations and Cancellations

Where you wish to alter your booking (ie. dates, holiday duration) we will do our best to accommodate your request. If we cannot meet your altered requirements

and you wish to cancel your holiday then you may make a cancellation.

Cancellation more than 50 days prior to arrival, we refund 80% of the total holiday cost. Cancellation between 28 & 49 days prior to arrival, we refund 50% of the total holiday cost. Cancellation less than 28 days prior to arrival, full charge applies

** Any cancellations should be covered by your holiday insurance but it is important that this is purchased at the time of booking. Please make sure that you have "ground cover" in order to secure the rental element.

Alterations and Cancellations by us: It is highly unlikely that the chosen property would not eventually be available but this could happen if, for example, there was a serious technical problem, fire or some other unforeseen calamity. In such a case our liability is limited to the provision of another property of similar or higher category or a full refund of the rental.

IMPORTANT NOTE: Compensation arrangements do not apply to circumstances beyond our control. We can cancel your holiday arrangement in the following circumstances: war, threat of war, riots, civil strikes or terrorist activity, industrial disputes, natural or nuclear disasters, fire, airport closures, bad weather conditions and similar events beyond our control.

Building works – please read carefully

Portugal is 'enjoying' a building boom never seen before. Building or road works may be in progress nearby, a neighbour may start building a swimming pool or wall, or the local water board may decide to drill for water in the vicinity. This work may start early in the morning as it is local practice and can start at any time in the year. As it is not always possible to gauge the extent of such works we regret we cannot advise you of the constantly changing conditions. If within 56 days of the start of your holiday we become aware of such works taking place on a plot immediately adjacent to your property (that is, an adjoining plot - not across the road or merely nearby) that in our opinion could materially spoil your enjoyment of your holiday we will advise you. You may then (a) cancel and receive a full refund for accommodation, or (b) change your booking to a different period either paying the difference if it is more expensive or receiving a refund if it is cheaper or (c) leave your reservation as it is and hope that there is not too much noise or dust to spoil your holiday. If you choose option (c), to stay with the reservation, and you suffer any inconvenience as described above, you will not be able to any claim for compensation or any loss of enjoyment due to building or any other associated works within the vicinity of your holiday villa. You should note that we are not responsible for such work, are not able to stop such work taking place nor control the noise level. Nor can we be responsible for any building works that start during a holiday and under no circumstances will we pay any compensation at all in such cases.

If you have a complaint

If you have cause for complaint whilst on holiday, this must be brought to the attention of either Jonathan Edwards or Mark Hamilton immediately so that action can be taken to rectify the problem. Should either person be unable to resolve the matter, details of the complaint must be notified to them in writing within 28 days of the end of your holiday. Any claims received outside this period cannot be considered as if you do not tell us about your complaint promptly, it may prove difficult to investigate your complaint thoroughly. Any claims received from customers who have not made a complaint to Jonathan Edwards or Mark Hamilton during their holiday will not be considered as no opportunity has been given to resolve or inspect the problem.

Our liability to you

We accept responsibility for ensuring that the accommodation which you book with is supplied as described on the website. If any aspect of your accommodation is not provided as promised, we will either correct the problem, or if this is not possible, we will pay you appropriate compensation if this has affected the enjoyment of your holiday. Our liability in all cases will be limited to the value of your booking.

Compensation

In the event of problems with your accommodation, we will endeavour to rectify any problems within 2 working days of being notified. We will provide you with adequate contact details so you are able to reach us 24 hours a day during your holiday. Occasionally we may have to wait for an appointment with a local contractor, and providing that we have taken every care to resolve your complaint, you will not be entitled to any compensation. In the event that we are unable to fix the problem, compensation will be paid to you if the enjoyment of your holiday has been affected to a maximum of £100 per adult.

In the event of death, injury or illness our responsibility is limited. Comprehensive travel insurance is compulsory for all.

Under no circumstances do we offer compensation in the following circumstances:

- a) You have not notified us of a complaint during your stay
- b) You have not taken reasonable care to protect yourself and the property
- c) You or any member of your party is at fault
- d) Any unusual or unexpected circumstances beyond our control which we could not have avoided even if we had used all possible care
- e) Any event which we or the owner could not help or prevent.
- f) The problem is resolved within 24 hours of the complaint being received
- g) Similar alternative accommodation is offered

Behaviour

If at any stage during your holiday your behaviour (or the behaviour of any one travelling in your group) is seen to be likely to cause danger, distress, annoyance or damage to the property we may terminate your holiday arrangements. In this situation, we will have no further liability to you and will not be responsible for meeting any expenses you incur as a result, making any refund or paying any compensation. In addition, you will be responsible for any expenses we incur as a result of your behaviour, such as the damages to a property.

Promotional offers

From time to time Casapierre.com may promote special offers. These offers are only valid for the periods stated and cannot be requested in retrospect.

If you have questions that are not answered on our information pages please call us on +44 (0)7770 647 940 for assistance.

I the undersigned certify that I have read and agree with the above terms and conditions:

Signed:.....

Full Name:.....

Date:.....