



## **Villas Now Limited Booking Conditions**

We, as **Villas Now Limited**, White Rose House, 5 Walnut Grove, Cotgrave, Nottingham, England, NG12 3AU, hereinafter referred to as "**VN**", offer our services exclusively on the basis of the terms and conditions, which were sent to you in full as part of the Internet booking form before booking. Please read these carefully as you will be acknowledging the terms and conditions as binding in their entirety to you and persons registered with you when booking.

### **Your Holiday Contract**

When you make a booking as Party Leader you guarantee that you have the authority to accept and do accept on behalf of your party these terms and conditions. You must be at least 18 years old to make a booking with us. Your contract with VN are made once your booking has been confirmed. Your contract with us will be governed by English Law and is subject to the exclusive jurisdiction of the English Courts at all times.

### **Your Personal Details**

VN are not the owners of the villa booked and reserves the right to provide personal details of the Party Leader and party members at its sole discretion to the property owners.

### **Paying for Your Holiday**

The payment conditions of e-domizil apply  
If the balance is not paid on time, VN reserves the right to cancel the holiday contract. In these circumstances the booking deposit of 20% will not be refunded.  
Arrival and property details will not be issued until your holiday has been paid for in full.

### **Late Booking**

Bookings made less than 6 weeks prior to the arrival will be classed as a Late Booking and full payment must be made to secure the villa, unless otherwise agreed in writing with VN.



### **Confirmation**

Please check all documents you will receive from us immediately on receipt. You must contact us immediately if any information appears to be incorrect as it may not be possible to make changes later. We are responsible for providing the holiday we have confirmed to you. If you cancel or alter your booking later, 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.

### **If You Change Your Booking**

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date, we will do our utmost to accommodate these changes but it may not always be possible. Any request for changes to be made must be in writing from the Party Leader and an administration charge may apply.

If one of your party withdraws from the holiday, someone else can take their place providing they satisfy the conditions of the original booking, and you inform us in writing at least 14 days before departure. The Party Leader must sign the letter.

### **Availability**

The availability shown on this site is as up to date as possible. VN is not liable for any other monies paid for flights, transfers, car hire or insurances should an accommodation unit become unavailable.

### **If You Cancel Your Holiday**

To cancel the entire holiday, the Party Leader must write to us directly by recorded delivery at the address on your booking confirmation. Cancellation takes effect on the date we receive your letter.

If you cancel for any reason after we confirm your booking, you must compensate us for losses, as we incur costs from the moment you make the booking. The closer your cancellation is to the departure date, the less likely we are to recover the costs by re-selling the accommodation at the standard advertised rate.

Our cancellation charges therefore increase as the departure date approaches, as shown below.

If you must cancel for a reason covered by your insurance policy, any losses must be claimed directly from the relevant insurance company.

If some members of the group cancel, then the agreed price will not change, and the remaining members must pay the agreed rate at the time of booking.



For remaining group members, the following cancellation charges apply:

More than 56 days prior to departure – Total deposit payment.

55-35 days 50%

34-14 days 80%.

Any later cancellation will be penalized with 100%. A no-show will result in a 100% cancellation fee.

### **Our liability to you**

Villas Now Limited are not liable for loss, damage, injury or death caused by an event or circumstances beyond its reasonable control including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, pandemics, lockdowns, strikes or other labour disputes, or restraints or delays affecting carriers. VN will not accept liability for any illness, injury, or death and strongly recommends that you have adequate travel insurance.

On rare occasions it may be unavoidable to change your chosen villa because of circumstances beyond our or the owner's control; we will endeavor to inform you of this as soon as possible and offer you either alternative accommodation of similar or superior standard; a refund if nothing is suitable or discuss other options. No further claim against the owner or the letting agent for any loss suffered will be considered; VN liability shall not in any event exceed the total accommodation price paid.

### **Holiday Insurance**

Holiday insurance is the sole responsibility of each individual party member. VN accepts no liability for cancellation, loss, damage, personal injury, or the cost of medical or other treatment, before, during or after your booked dates with VN.

We highly recommend any insurance taken covers for cancellation for any reason, including Force Majeure reasons



### **Your Accommodation**

This is reserved exclusively for the people named on the booking confirmation and no other persons are permitted to stay at the accommodation unless this has been agreed with VN in writing and appropriate payments made (if applicable).

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 locally, or an invoice will be sent to you on your return.

VN reserves the right to deduct any charges from the Security Deposit, unless you have taken out our 'Breakages Insurance' in which case the first €400 of any damage will be covered (per party, not per person). If the damage exceeds this amount, then you are responsible for the additional charge.

### **Check In & Check Out Times**

Our Standard 'Check In' time is 15:00h on the booked arrival date and our Standard 'Check Out' time is 10:00h on the booked departure date. It may be possible to arrive earlier or depart later than these times, but this must be agreed in writing with VN prior to arrival and is always subject to change by VN or the local management company.

### **Accuracy**

All information contained within our website has been compiled from up-to date information, which we amend as frequently as possible with any changes. However, there may be occasions when the advertised property is not as advertised due to modification. Such situations may be due to local circumstances, necessity for maintenance, water shortages, unsuitable weather conditions, fuel shortages, power cuts and other circumstances beyond our control. If we are advised of this, we will notify you as soon as possible, but we cannot be held liable for circumstances beyond our control.

In some instances, some properties are nearly identical in appearance, layout and facilities available and as such the images shown for a property or its grounds may be from a different property that is very similar or in the same location. However, we do our best to always have specific pictures of each individual property, wherever possible.

It is also important to remember that depending on the season, some restaurants, communal pools, water sports and water parks may not be in operating.



### **Building Works**

From time to time, building work and the associated noise is unavoidable. We do not control such work and we do not receive advance notification of when such work will commence. We will notify you as soon as we are made aware of any building work that may affect your holiday and offer alternative accommodations with a similar value to the property booked. However, if you refuse the alternatives offered and decide not to stay in the booked accommodation then VN is not obliged to offer any compensation or refund.

### **If You Have A Complaint**

If you have cause for complaint whilst on holiday, this must be brought to the attention of VN or the property villa management company immediately, so that action can be taken to rectify the problem.

Unless there is a valid reason why you failed to report your complaint to either VN or the local property management company, VN will not consider

themselves to be liable for those complaints and will not offer any form of compensation.

If immediately reported and should the local property management company be unable to resolve the matter, details of the complaint must be notified to VN in writing within 28 days of the end of your holiday.

Notification of any complaints received outside this period cannot be considered. If you do not tell us about your complaint promptly, it may be difficult to investigate your complaint thoroughly.

### **Behaviour**

VN can end your holiday if your behaviour or that of any party member is likely in our opinion to cause distress, damage, danger to or annoyance to our other customers, employees, neighbours or any other persons VN deem to have a valid complaint. In these circumstances VN reserve the right to refuse to complete your holiday arrangements or will demand you leave the property with immediate effect and will not be liable for any refund, compensation, or any other costs you have paid or may have to pay from that point forward.

VN cannot accept responsibility for the behaviour of others in your accommodation. Adults must always supervise children.



### **Swimming Pool**

Children must not use the swimming pool without adult supervision. VN nor the local property management company hold any responsibility for personal safety, injury or death due to use of the swimming pool.

### **Electric Pool Heating**

If you have paid extra to have the swimming pool electrically heated, VN will request that the local property management company switch on the heater a few days prior to arrival and expect a set temperature of 28oC. However, the property management company are required to make sure the pool reaches a minimum temperature of 26oC.

VN will refund any monies paid for the Electrical Pool Heating if the equipment develops a fault and breaks down, however no additional compensation claim will be entertained.

### **Internet/WiFi**

Whilst every effort is made by VN and the local property management company to provide a good stable internet connection, VN nor the local property management company can take any responsibility if the internet connection fails or the bandwidth significantly drops and the quality of the internet connection is below reasonable expectations. The internet is provided by third party suppliers over which VN nor the local property management company have any control.

However, if the connection provided is poor or unobtainable and a fee has been charged for the internet, then VN will refund on a pro-rata basis any monies paid. No additional compensation claims will be entertained.

### **IPTV:**

Your villa may benefit from an IPTV system. If this is the case, please note that we will do our absolute best to make sure you receive a great signal and are able to enjoy the vast array of channels these systems offer, but please understand, that this service relies on a good internet signal and we can hold no responsibility if the local internet providers signal strength drops below the required bandwidth for the IPTV system to operate correctly. No compensation claim will be entertained if the IPTV system fails or works intermittently.

### **Pets / Animals**

Unless otherwise advised, pets and animals are not permitted in the accommodation.



### **Access**

The property owner and their representative must be permitted to enter the property at all reasonable times to inspect the property or contents, carry out necessary repairs to the property or to take meter readings.

### **Security Deposit/Breakages Insurance**

Guests are requested to pay a refundable deposit of €400 per booking. This deposit must be received at least two weeks prior to arrival unless instructed to pay on arrival. This will be refunded in full within at least 4 weeks of departing minus any deductions due to breakages, damage, or excesses additional cleaning requirements within the property or on its grounds.

Alternatively, we can offer a 'Breakages Insurance' up to 2 weeks prior to your arrival date. This costs €10 per person per booking up to a maximum stay of 3 weeks (For periods longer than 3 weeks, please ask for details). This 'Breakages Insurance' is non-refundable and covers your party for up to €400 of accidental damage or breakages. If any damage or breakage totals above €400, then you will be responsible for the extra monies required to repair or replace the damaged/broken item/s. The 'Breakages Insurance' must be taken by everyone within the booking party or no one at all.

Please Note: The 'Breakages Insurance' is not travel insurance and does not cover for cancellation of your accommodation and will be charged for separately to any payments made to E-Domizil.

Either the 'Security Deposit' or the 'Breakages Insurance' payment is made directly to VN after your booking is confirmed by E-Domizil. The 'Security Deposit' is fully refundable subject to no damage being found upon departure or excessive cleaning being required. Or if the 'Breakages Insurance' option is chosen then once paid the 'Breakages Insurance' is not refundable for any reason.

### **Price Alterations**

VN are at liberty to change the prices advertised at any time. However, this will not affect any bookings made before any price alternation has been made. VN are at liberty to refuse to take a booking if the price has altered and the client has seen a lower price previously to the bookable date.



### **Accommodation Courtesy**

While you are on holiday, we ask that you respect the condition of the accommodation and ensure that standards are maintained. You are on holiday and are not expected to clean the accommodation, but you are required to remove any rubbish created by your party and leave the accommodation in a generally acceptable condition.

### **Law and Jurisdiction**

These terms and conditions shall be governed by and construed in accordance with English law. Any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England.