

**Booking Terms and Conditions for MoganApartments in Puerto Mogan
may change without notice. 25/07/2019**

We do not accept Paypal or credit cards.

Currency and payment method is at our discretion.

We only accept bookings for fewer than 7 nights if there is a gap between existing bookings.

Payments for the **Harbour-side Apartment** can be made in either Sterling or Euros and by bank transfer or cheque (Sterling only).

For payments in Euros:

In Europe (including the UK even though we are not part of the Euro) it is usually cheaper to instruct your bank to send the payment under the **SEPA** system (Single European Payment System).

Please check with your bank, look at their website for information about fees.

All Bank fees and transfer charges must be paid in full by the client.

For bookings received more than **2 calendar months** before your arrival date a deposit of **50%** paid by **BANK TRANSFER/CHEQUE** is required no later than **7** days after booking.

A further payment of **35%** by **BANK TRANSFER/CHEQUE** is required **6 weeks** before arrival.

The remaining 15% is payable on arrival in cash Euros to our housekeeper, Vicky, who looks after the apartments.

All bookings received **less than 2 calendar months** before arrival date a payment of **85%** of the full price of the apartment is required by **BANK TRANSFER /CHEQUE** within 7 days of reservation.

The remaining 15% is payable on arrival in cash Euros to Vicky.

Confirmation will be sent within 10 days of receipt of your acceptance of our terms and conditions and your deposit.

The letting price is guaranteed not to increase once the deposit is received.

Please note: Children under 16 must be supervised by a responsible adult at all times.

No pets of any kind are allowed in the apartment and garden.

This is a no-smoking apartment, so if you smoke, please do so in the garden, an ashtray is provided.

Please do not feed the birds. The garden is maintained by the Port of Mogan staff, please don't do any gardening or pruning of plants.

WHAT IS INCLUDED

Use of the apartment by the person who has made the booking and their party for the dates booked.

Cleaning of the apartment once every 7 days.

All linens including beach towels.

Laundry of bed linen and all towels once every 7 days.

Water and electricity consumption.

Use of TV , DVD and CD player.

The services of our housekeeper in Puerto Mogan for keys and local assistance where reasonably possible.

NOT INCLUDED

Flights.

Insurance.

Removal of rubbish which you should do daily at the tip and at the end of your stay.

Airport Transfers.

Arrivals: apartments will be available from 14:00 (2pm).

Departures: apartments must be vacated no later than 10:30 in the morning.

If you encounter any problems with the apartment during your stay first you **must** report it to our housekeeper who will try to sort it out at the time.

CANCELLATION

It is recommended that you take out holiday insurance to cover sickness or other unforeseen events that may lead you to cancelling your holiday.

If you cancel the booking:

- within 14 days of your arrival date we will not make a refund.
- between 56 and 14 days before arrival we will refund of 30% of the amount you have paid minus our booking fee.
- more than 56 days before arrival we will refund 50% of the amount you have paid minus our booking fee.

CHANGES TO BOOKINGS

Please note if you wish to make changes to your booking an administration fee of £10/10Euros will be charged.

We do not accept liability for loss, damage or accidents to persons and their personal property sustained by clients during the course of their holiday. We have tried our best to ensure accuracy, but undertake no responsibility for errors, omissions or matters beyond our control.

We cannot accept responsibility for disturbance from building works or disruption in the supply of essential services, as they are not within our control.

Postal address:

56 Lower Bourne Gardens, Ware, SG12 0GB, United Kingdom