



Call Us **0115 9130 156**

Booking Contract

Between

Lanzarote Bungalow Rentals c/o WD Properties & Supplies

8 Roland Avenue, Nuthall, Nottingham NG16 1BB

(Name and address of the property owner/manager)

and

Name:

Address

(Name and address of the holidaymaker/guest)

PLEASE NOTE: All bookings are subject to the conditions attached and must be accompanied by the appropriate deposit unless the booking is made within 8 weeks of the commencement of the let when the total rental should be enclosed, together with the security deposit.

Holidaymaker contact details:

Day

Evening

Home

Mobile

Total number of persons in party (Max 4)

Consisting of: Adults Children

Names of persons in party:

The booking

Property name **PLAYA PARK BUNGALOW NO 24**

Property address **AVENIDA FRANCIA 21 (24), PUERTO DEL CARMEN, LANZAROTE**

Details of local contact during the stay:

Jenna Wheatley – Contact details in Welcome Book in bungalow

For the following dates (“Arrival Date”) to (“Departure Date”)

Arrival Flight number & time

Departure Flight number & time

Method of transport from airport

Contact mobile number when staying at the property (if available)

Cost of Rental and payment methods

The rental price is **£ as quote** for the duration of the rental period

This includes the final cost of cleaning **N/A**, therefore totalling **£ as quote**

I enclose a cheque / bank transfer for **£ as quote** (“the Initial Deposit”) as a deposit of **£ as quote** (“the Rental”).

I agree to forward payment of **£ as quote** (**£ as quote** as the remaining balance of rent **eight weeks** prior to the letting or earlier and **£ as quote** as the Security Deposit, which is due **eight weeks** before the letting or earlier.) Therefore total balance due including security / damage deposit eight weeks before is **£ as quote**

I have read and accepted the Terms and Conditions attached and I warrant that I am over 18 years of age and accept that my booking is for the holiday period stated above.

Holidaymaker signed _____

Date _____

Property owner/manager signed _____

Date _____

ADDITIONAL INFORMATION: If you need any further information on the property or facilities please do not hesitate to contact us. Please return this form as quickly as possible.
Receipts for your subsequent deposit / balance / full payment will be sent.

Accommodation Booking Terms and Conditions

Your contract is with **Lanzarote Bungalow Rentals c/o WD Properties & Supplies Ltd** (“we”, “us” and “our” in these Booking Conditions) for the property known as **Playa Park Bungalow No 24** (“the Property”). References to “you” or “your” are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contract with us so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

CHECK IN TIME IS AFTER 2 P.M AND CHECKOUT IS 10 A.M.

No Early check in or late checkout unless booked at time of booking. (Early check-in £25.00, Late checkout £25.00 on request – only if available).

This is a NON SMOKING property.

PETS are NOT PERMITTED in this bungalow under any conditions.

1. Making your booking

Please do not book your flights until you have received our written confirmation.

To book the Property with us you should make the payment specified in the initial quote we email to you (the “Quote”). If the Quote stipulates that you pay an initial deposit (the “Initial Deposit”) followed by a balance payment (the “Balance”), you must make both payments within the time periods specified. If the Quote asks you to make a payment in full, you must pay the full amount by the due date. If the Quote specifies that any damage deposit (the “Damage Deposit”) and/or a cleaning or other fee(s) (“Other Fee(s)”) is payable, you must also make that/those payment(s) within the time period specified.

When you book the Property with us you should return the completed Booking Form to us together with your payment for the Initial Deposit. Please note that the Initial Deposit is only refundable if you cancel your booking within seven days of receiving our written confirmation of your booking.

Your booking is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

Once the completed Booking Form and the Initial Deposit have been received and accepted by us, we will issue you with our written confirmation. The contract between us will only be formed when we send you our written confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our written confirmation. If we do this we will promptly refund any money you have paid to us.

You should carefully check the details of our written confirmation and inform us immediately of any errors or omissions.

Falsified Bookings – Any booking obtained under false pretence will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

2. Paying for your booking

We require full payment unless we advise you that the offer you have booked permits us to take a deposit and the balance at a later date.

You are required to send to us your payment for the balance of the Rental and the Security Deposit at least **eight** weeks prior to the Arrival Date as set out in our written confirmation. Please make payments via bank transfer or personal cheques payable to "WD Properties & Supplies Ltd".

If you fail to make a payment (deposit / balance) due to us in full and on time we may treat your booking as cancelled by you. If the balance is not paid in time we shall retain your deposit. NB: You are responsible for any bank charges by your bank for payment to us by BACS/internet banking.

Security / Damage Deposit – A security deposit of **£50.00 GBP** is required. The deposit is not applied toward rent. We will hold the Security Deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings. We will return the Security Deposit to you within **14 days (although normally within 48 hours)** of departure, after the return of the keys to us and the property has been checked, less any deductions in accordance with the conditions listed below:

- No damage is done to the property or its contents, beyond normal wear and tear.
- No charges are incurred due to illegal activity, pets or collection of rents or services rendered during the stay.
- All debris, rubbish and discards are placed in the rubbish bin, and soiled dishes are cleaned.
- All keys are left where they were found on arrival and bungalow is left locked and secure.
- All charges accrued during the stay are paid prior to departure.
- No linens are lost or damaged. (Or stained through careless laundering or use of suncreams).
- NO early arrival or late departure, unless arranged at time of booking. (If available).
- The renter is not evicted by the owner (or representative of the owner) or the local law enforcement.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our written confirmation as soon as possible.

You will also be required to confirm your cancellation in writing or by email to the addresses shown on our written confirmation. A cancellation will not take effect until we receive written confirmation from you. The cancellation policy described in your Quote ("Cancellation Policy") applies to your booking.

If you cancel your booking within seven days of receiving our written confirmation, we will refund the balance of any money you have paid us. After such period, if you cancel your booking more than **eight** weeks prior to the Arrival Date, we will retain the Initial Deposit and refund the balance of any money you have paid to us.

If you cancel your booking less than **eight** weeks prior to the Arrival Date, we reserve the right to retain the Initial Deposit and the Rental, and refund the balance of any money you have paid to us. In these circumstances we will refund the Rental (less any additional costs incurred) to you if we are able to secure an alternative booking for the Property. Cancellation or early departure does not warrant any refund of rent.

Cancellation Policy

Guests cancelling up to 8 weeks before the start of the holiday will receive a refund of 50% of the balance payment.

Guests cancelling up to 4 weeks before the start of the holiday will receive a refund of 25% of the balance payment.

Guests cancelling up to 2 weeks before the start of the holiday will receive a refund of 0% of the balance payment.

In the case of a split payment i.e. deposit and balance later, the booking deposit is always non-refundable.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings. We reserve the right to make changes or correct errors at any time both before and after our confirmation.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

Compensation is not payable if we have to make changes for unusual or unforeseen circumstances, which we could not have avoided, even with due care. Compensation will not be payable in the case of "Force Majeure" i.e. if we are forced to cancel or change your booking in any way for reasons of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, adverse weather conditions or other unusual circumstances over which we have no control.

We reserve the right to in any circumstances to cancel your booking. If we are unable to provide the booked accommodation you can have a full refund of all monies paid. We will not cancel a booking after the final balance due date, unless you fail to pay the balance or in the case of a Force Majeure.

5. Your accommodation

You can arrive at your accommodation after **14:00** hours on the Arrival Date of your holiday and you must leave by **10:00** hours on the Departure Date.

Early check-in / Late checkout - on request at time of booking at the following rates: (only if available)

Early check-in **£25.00 GBP**

Late checkout **£25.00 GBP**

Penalties for early check-in and /or late checkout not arranged at time of booking – The above fees will be deducted from your damage /security deposit.

If your arrival will be delayed, you must contact the person whose details are given on our booking confirmation so that alternative arrangements can be made. If you fail to do so you may not be able to gain access to the Property. If you fail to arrive by midday on the day after the Arrival Date and you do not advise the contact of your anticipated late arrival we may treat the booking as having been cancelled by you.

Maximum Occupancy – The maximum number of guests is limited to 4 persons. Prices quoted are for 2 guests. An additional charge of **£25.00 GBP** per person per week for guests up to 4 maximum.

Minimum Stay – This property requires a **four (4) night** minimum stay. **One (1) week** minimum stay is required during Christmas and New Year. If a rental is taken for less than the minimum stay, the guest will be charged the **minimum stay rate** for that period.

Inclusive Fees – Rates include a one-time linen and towel set up. Facilities fees are included in the rental rate.

No Daily Housekeeping Service – While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We do not permit towels or linens to be taken from the property. Please bring your own beach towels.

Rate Changes – Rates subject to change without notice.

Heaters – Please do not leave the heaters or electrical appliances turned on when the bungalow is unattended for safety reasons.

Water and Drains – All the water in Lanzarote is de-salinated, as there is no natural water supply except the sea. Small amounts of tap water may not be harmful; however it is recommended that you purchase bottled mineral water.

Lanzarote drainage / toilet systems can only take minimal toilet paper and easily block. **DO NOT FLUSH** anything other than **minimal** toilet paper. No nappies, wipes, buds or feminine products should be flushed at any time. If it is found on checkout that nappies, wipes, buds or feminine products have been flushed and clog the toilet or drains, you could be charged damages of up to **two hundred pounds (£200 GBP)**.

Other Terms and Conditions and Helpful Hints can be found in the Welcome Book / Property Manual in the bungalow on arrival.

Written Exceptions – Any exceptions to the mentioned policies must be approved in writing in advance.

6. Your obligations

You agree to comply with the Regulations attached to these terms and conditions & set out in the welcome book / property manual and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, bedding and towels clean and in good condition.

You agree not to cause any damage to the walls, doors or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you and we shall be under no obligation to refund you for fees already paid to us in those circumstances. Any refund will be at our sole discretion.

You agree to allow us or any representative of ours access to the Property at any reasonable time during your stay for the purpose of essential repairs or in an emergency.

Insurance - You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

Passport, Visa & Health Requirements - Please be advised that it is each traveller's responsibility to ensure that he or she has a valid passport, visa(s) and complies with any health requirements for the entire duration of their journey, before making any reservations with us. Visa requirements and conditions may vary by country and nationality and can change. Please get in touch with your national passport agency or foreign affairs department for advice. Please remember that it is **your sole responsibility** to make sure that you and your travelling party have the correct travel documents for any country you wish to visit.

7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

8. Our liability

Our maximum liability for losses you suffer as a result of us acting in breach of these terms and conditions is strictly limited to the total fee you have paid for this booking. We shall not be liable for any losses which are not a foreseeable consequence of us breaking these Booking Conditions. Losses are foreseeable where they could be contemplated by you and us at the time your Booking is confirmed by us.

Your Booking is made as a consumer for the purpose of a holiday and you acknowledge that we will not be liable for any business losses howsoever suffered or incurred by you.

We shall not be liable to you for any personal injury or damage to or loss of personal property.

This does not include or limit in any way our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation; or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

9. Law

The contract between you and us is governed by the law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of England and Wales.

10. General

You may not transfer your Booking or any rights and responsibilities under these Booking Conditions to any other person, without our prior written consent.

If at any time any part of these Booking Conditions is held to be unenforceable for any reason under any applicable law, that part shall be deemed omitted and the enforceability of the remaining parts shall not in any way be affected by that omission.

These Booking Conditions, together with the Quote, the Cancellation Policy and our confirmation email contain the entire agreement between us and you relating to the Booking and supersedes any previous agreements, arrangements or discussions.