

TERMS OF BUSINESS

Updated 12 December 2017

Introduction: We have reduced our Terms of Business as we are confident that our clients will honour their contract with us and, in return, we shall endeavour to ensure that all of our obligations are fulfilled to the best of our ability. However, your attention is drawn to the following terms of business before making your booking.

What The Price Includes: All the prices shown are for the weekly rental of villas and apartments according to the season. Included in the rent for villas and apartments are: electricity, water and linen, the services of our local representative, and pool maintenance for individual villas with private pools. Linen is changed at the end of each week on rentals over 10 days. Mid stay cleans are carried out. Please ask at Reception when checking in.

Not Included: Transfers to and from the accommodation, insurance, car hire and flight costs.

Deposits: On arrival at the on-site offices you will be required to leave a key deposit of £50 per set of keys and electronic cards, as well as a damage deposit of £500 per property. A credit card authorisation form will be required to be signed by you, on check-in, to cover the required deposits.

Price Guarantee: Rental prices are fully guaranteed against surcharges, subject only to Government action.

Accommodation Descriptions: The descriptions and information have been made in good faith and are not intended to mislead, it is possible, however, that changes in facilities may occur without our knowledge. In this event, we endeavour to communicate such changes, but cannot be held responsible for resulting inaccuracies which are beyond our control. The electricity and water supply is often not as reliable as in the UK. Short interruptions in the supply do sometimes occur. We cannot be held responsible for this or any other lack of facility beyond our control. Only those persons named on the booking form shall be allowed to occupy the accommodation and under no circumstances may the maximum number of persons appropriate for the accommodation type be exceeded without prior permission from Mar Menor Management. Extra beds in the accommodation can sometimes be provided and a price supplement will be added to your account.

All villas and apartments are privately owned and Mar Menor Management is acting as an agent for the owners or their representatives.

The company has taken all reasonable care in making arrangements for the holidays offered on the website, but it does not own the properties, hire cars or other facilities mentioned. It does not, therefore, accept any liability for death, personal injury, loss, damage or inconvenience arising from the provisions of the accommodation where due to neglect, act of omission of any other company, form or individual or the employees or agents thereof.

Building work and the resulting noise from the site may occur at any time during the season at an adjacent property. Obviously, this is beyond the control of our agents or ourselves.

Electrical Appliances: We are now persuading many of our owners to install in their villas and apartments various electrical appliances such as Docking station, DVD - CD players etc. These appliances are not available in all properties. Any breakdown of appliances must be reported to our representative at once. Every effort will be made to ensure these electrical appliances are repaired as soon as possible. However, Mar Menor Management, its agents and staff cannot under any circumstances be held responsible for the lack of facility.

Mar Menor Management, as agents, shall not be liable for any loss or damage arising from any matter outside the reasonable control of Mar Menor Management including, but not limited to, acts of God, Civil disturbances, War etc.

Vacating Your Property: Guests are required to vacate their property and return the key to the appropriate representative/agent by 10.00 hrs on their day of departure to facilitate changing and servicing prior to the arrival of incoming guests. Failure to check out at 10.00 hrs, without prior agreement, could result in being charged for an extra day's stay.

Breakages: All breakages must be reported to Mar Menor Management immediately and these must be paid to us before vacating the accommodation. We also reserve the right to charge for damage or breakages not reported and found after guests' departure.

Cancellations By The Client: Should you wish to cancel or amend your booking once it has been accepted, within 10 weeks of your arrival date, we must receive written instructions to this effect, when the following charges become payable by you.

Period before scheduled arrival within which written notification is received by Mar Menor Management	Cancellation charges as a % of accommodation rate (including car hire & supplementary services)
More than 10 weeks	Deposit only
4-10 weeks	50% or deposit if greater
2-4 weeks	70% or deposit if greater
1-2 weeks	85% or deposit if greater
7 days or Less	100%

Balances are due 10 weeks prior to your arrival. If this balance is NOT received within 7 days following due date, cancellation may be assumed by Mar Menor Management with consequent loss of deposits and/or cancellation charges applied as laid out above: In the unlikely event that we have to cancel your holiday through circumstances beyond our control, we shall make every endeavour to offer you suitable alternatives of similar or higher standard (without any extra charge to you).

If the alternative is not acceptable to you, you should notify us by return and we will refund ALL monies paid. Note: Compensation will not be payable if we are forced to cancel or in any other way change your booking due to war, terrorist activity, natural or nuclear disaster, or adverse weather conditions.

Amendments To Your Booking: We strongly advise you to book all of your holiday requirements at the same time. All amendments should be notified in writing.

Complaints: In the unlikely event that you have a complaint whilst you are on holiday, please inform Mar Menor Management, as soon as possible. Many problems can be solved on the spot if action is taken promptly, but we can only help you if you tell us your problem. If the complaint cannot be sorted out to your satisfaction while on holiday, then you must make a formal written complaint to Mar Menor Management within 14 days of your return from holiday. We will not accept any complaints or any responsibility after this period has elapsed.

Payment of your deposit signifies acceptance of these Terms and Conditions.