



Self-Catering Accommodation in Europe and United Kingdom

BOOKING TERMS AND CONDITIONS FOR EUROPE AND AUSTRALIA

1. EUROVILLAS acts entirely as a Booking Agent and any contract entered into is one between the Holidaymaker and the Owner of the property. EUROVILLAS cannot be held responsible for the actions of either party nor for any obligations of promises made by other parties or any disputes resulting therefrom.

2. Bookings and reservations can only be held for 3 days. No reservation is confirmed until the deposit is lodged and booking form received. Cancellation after confirmation will attract a cancellation fee.

3. The use of the holiday accommodation is subject to the Terms and Conditions of each of the Property Owners. The Property Owner or his Representative shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy. The Holidaymaker shall leave the accommodation in the same state of cleanliness and general order in which it was found and also pay all outstanding applicable local charges. Outstanding local charges/or damage will be deducted from the authorised credit card.

4. OCCUPATION OF PROPERTY - The number of persons using the holiday accommodation shall not exceed the maximum number stated in the property description or advised to you at the time of booking. The Booking Form must be completed in full with names of all parties staying at the accommodation. Pets are not allowed unless otherwise agreed in writing by the owner.

5. CANCELLATIONS - Any cancellation made by the Holidaymaker (for any reason) must be in writing. The Minimum Cancellation Fee is \$100 per week plus the fee levied by the Owner of the property. Companies or individual owners may vary their cancellation charges depending on the circumstances however the following are the normal cancellation terms:
7 days to departure date: 100% of cost, 8 - 28 days: 90%, 29 - 55 days: 50%, 56 days or more: deposit only

WE STRONGLY ADVISE CLIENTS TO TAKE OUT TRAVEL INSURANCE AT TIME OF BOOKING.

6. AMENDMENTS - As all properties are individually owned and let, an AMENDMENT will constitute a CANCELLATION if the same property is not available for the amended dates. If it is possible to amend dates at the same property then an AMENDMENT FEE will be charged. AMENDMENTS MUST BE WITHIN THE SAME BOOKING YEAR. A charge of up to \$50 may apply for each amendment after booking instructions have been received, plus any fees charged by principals.

7. UNUSED SERVICES: Where the Holidaymaker chooses to cut short their stay at the property there can be no refund for the unused period.

8. ADDITIONAL REQUESTS and LATE BOOKINGS - All information (e.g. late arrival) and special requests (e.g. cot) should be made at time of booking. If a booking is made at the last minute a fee of \$25.00 will be levied on the cost of the holiday.

9. PRICES: These will be advised to you at the time of booking. Prices in Foreign Currencies will be converted to AUD at our Bank Selling Rate of the day. Payment must then reach our office within 48 hrs otherwise a new currency conversion may be made. (This applies equally to initial and final payments.) Once invoiced, prices will not vary unless significant changes occur in currency exchange rates. Eurovillas Pty. Ltd. prices are based on current exchange rates, and are subject to change without notice. NB. Listed prices do not imply that the same or similar product may or may not be available at a price varying from the listed one if obtained via another source. The rates of accommodation are set to include the payment to Suppliers as well as ALL normal commercial costs including research, inspection, maintaining a database and website, printing and postage, advertising, all transmissions, currency transfers, documentation, courier fees and remuneration to Travel Agents.

Receipt of your deposit and signed booking form signifies your acceptance of the price offered and acknowledgement of these normal commercial expenses.

10. SECURITY/DAMAGE DEPOSIT and LOCAL CHARGES – Security deposits are required at most properties. Occasionally a security deposit may be guaranteed to a credit card, other times the deposit must be paid on arrival at the property in local currency. Accommodation vouchers carry full details of this. Security deposits are fully refunded less any deductions for damage, theft, or unpaid local costs. For some of our London apartments the security deposit is charged to your credit card approximately one week prior to occupancy and refunds can take up to 4 weeks from your date of departure. There may be additional local charges for costs such as heating, electricity, linen and towels, final cleaning, and telephone calls, key-holder fee, among others. Accommodation vouchers indicate where this is the case. To find out the local charges applicable to a given property, please contact Eurovillas Pty Ltd. Once a deposit has been paid and a signed booking form received, the Holidaymaker agrees to pay any local costs charged by the property owner.

11. RESPONSIBILITIES: EUROVILLAS PTY LTD acts only as a Booking Agent making reservations with the companies or associates offering the services displayed on our website. Whilst acting in good faith EUROVILLAS does not accept responsibility for default causing loss or injury to person or property whether by negligence or otherwise on the part of the accommodation owner/manager or their employees. EUROVILLAS has made every effort to ensure the quality of accommodation and the accuracy of any information provided, but shall not be liable for any dissatisfaction the Holidaymaker may have with the accommodation or any injury, damage or loss caused by the change or withdrawal of any price, detail or other item or service.