

## Madeira Terms and conditions

All Madeira properties are strictly non-smoking although people can smoke in the garden and dispose of the cigarette butts appropriately.

The full cost of accommodation must be settled at least 54 days prior to arrival. Where a reservation is made within this period full payment must be made at time of booking.

It is your responsibility to ensure that the house is suitable for your party. Please check before booking that the house will be suitable for you (e.g. any medical conditions, disabled access, sleeping arrangements, etc). Any changes or cancellations will be subject to the normal cancellation policy. No changes or refunds can be made on arrival and you will be liable for the full cost of accommodation booked.

Errors and Omissions excepted, details and specification may be subject to change without notice.

Up to £500 can be taken as a deposit or authorised on your card as a security deposit in case there is substantial loss during your stay. This money will either be transferred back into your account or put back onto your card after your stay depending on which way we received.

We require a minimum of 28 days for a cancellation. The following charges will apply if cancellations are made within 28 days prior to your arrival date:

8-27 days - 25% Handling Fee

2-7 days - 50% Handling Fee

25-47 hours - 75% Handling Fee

1-24 hours - 100% charge for the reservation

If you fail to show up and have not notified us of a cancellation then you will be charged the full cost of the accommodation

You will be responsible for all items in the house during your stay. Any damages or breakages to the house, its contents or in the common areas will be charged directly to you. Note if there is accidental damage to tableware, linen etc we will not charge.

Any lost property will be held for 7 days and then will be donated to charity. Return of items will be subject to a £5 handling fee + associated postage/packaging costs

You are advised to have your own travel insurance to cover flight delays or cancellations, curtailment, and loss of baggage, personal effects and money

When entering or leaving the house (and whilst staying in the house) please do so with consideration for others and do not disturb the neighbours or give any cause for complaint. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the accommodation provision. In this situation, the entire party will be required to leave the accommodation and we will have no further responsibility toward the booking party including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination

We cannot accept liability or pay any compensation where the provision of the house or its facilities is prevented or affected by or you otherwise suffer any damage or loss due to any event which we could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.