



ANDROck

**PLEASE MAKE SURE YOU HAVE READ THE TERMS AND CONDITIONS.**

## **1. ARRIVAL AND DEPARTURE TIMES**

The designated check in time is 3:00pm, with a check out time of 12:00pm, unless other arrangements have been made and agreed upon by the Lessor. Any early arrivals or late departure times are subject to the availability of the villa, and will impose extra fees.

## **2. REGISTERED GUESTS**

Only the specified number of persons listed in the Rental Agreement at the time of booking may reside on the premises. The number of registered guests given at the time of the booking is the maximum number of persons allowed. If the Lessor or a representative of the Lessor will find out that an additional number of guests are staying at the property, it is the absolute discretion of the Lessor or the representative to ask the extra person or persons to vacate the premises. Otherwise, each additional person will be charged a published rate of €350 per night.

## **3. MINIMUM STAY REQUIREMENTS**

There is a minimum 2 days stay requirement for most of the year.

## **4. PAYMENT REQUIREMENTS**

When booking the villa less than six months in advance, within 5 days of booking, a minimum deposit of 50% will be required. This deposit is non-refundable. If you are booking the villa more than six months in advance, a 25% deposit is due within 5 calendar days of booking. The additional 25% of the deposit will be requested 6 months prior to your stay. Payment is due in full 45 days before your expected arrival date. No contract will exist between the guest and villa owner until receipt of funds. If funds are not received within 5 banking days the reservation shall be deemed to have been cancelled.



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## 5. DAMAGES

In the event that the villa is damaged or any breakages occur during the rental period including both inside and outside, the costs will be covered in full by the guests. This excludes normal and acceptable wear and tear. The condition of the property will be judged at the sole discretion of the owner of the property or the owner's representative.

## 6. CANCELLATION POLICIES

If it becomes necessary to cancel all or any part of the booking, the Androck Villas must be notified in writing (email acceptable). The cancellation will take effect from the day the written confirmation is received. The following cancellation charges will be applicable depending on when the notification of the cancellation is received in writing and the period of stay in the Villa.

All cancellations made by the Lessee are subject to penalties below:

A) If the Lessee cancels the reservation 45 days or more prior to arrival date, all payments are forfeited but credited for 9 month from the date of the cancellation confirmation by the Lessor. The credit value can be used by the Lessee or anyone on his or her behalf for any reservation, during any period upon availability and solely for the villa initially reserved.

B) If the Lessee cancels the reservation within 45 days prior to arrival date all rental payments are forfeited. A full or partial refund is solely applicable in the event that the Lessor secures another reservation covering partially or fully the initial cancelled reservation

The above cancellation charges also apply if the Lessor cancels the booking due to non-payment of the balance.



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## **7. ALTERATIONS AND CANCELLATION BY THE VILLA OWNER**

Though it is unlikely that the villa owner will have to make any changes to confirmed arrangements, it does occasionally happen, and we will advise you at the earliest possible date. If, for any reason beyond our control, we are unable to provide you with the Villa booked, the villa owner shall reserve the right to cancel the reservation. For example, but not inclusive, if the properties are damaged or rendered unusable the villa owner will endeavor to locate the Guests to an alternative property for the period required but no guarantee is given that this can be done. However, if this is not possible, or Guests do not wish to be transferred, the villa owner will cancel the booking and refund in full, less any bank transfer charges, the amount paid to the villa owner for the Villa. The villa owner shall not be liable for any further obligations or claims by the client.

## **8. CHANGES OF RESERVATIONS**

Any changes made to the reservation dates after confirmation are considered to be a breach of agreement and is considered to be a forfeit of the rental agreement. Any down payment and other payments are subject to the cancellation conditions stated in article 7 of these terms and conditions.

## **9. LESSEE INSURANCE**

Guests are required to have both liability and comprehensive travel insurance that provides coverage including, but not limited to, cancellation, loss and damage to baggage and other property, and flight delays. Guests should also carry health coverage that includes but is not limited to evacuation and repatriation. The Androck Villas or the owner is not responsible to you and your party for any and all claims including any accidents related to the use of the property facilities or locally procured third party services such as, watercraft, water sports, jeep or motorbike rental etc



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## **10. FORCE MAJEURE**

In the event of such incidents as fires, floods, civil disturbances, severe weather, civil disturbances affecting the destination, Acts of God, and any other type of delay, inconvenience, or expenses caused directly or indirectly by events outside of the Lessor's control, the Lessor will not be held responsible.

## **11. COMPLAINTS**

Any problems or complaints that occur during the rental period should first be discussed with the local staff. If the staff is unable to quickly resolve the issue, please consult the management of Androck Villas, who will rectify the situation to the best of their professional ability. The Lessor is not responsible for such issues as interruptions to water supply, electricity, Internet connection, cable TV, or breakdowns of lifts or pool filtration systems. The Lessor will do everything within reasonable expectation to avoid complaints in the first place, and it is understood that when staying in a less developed remote resort location, that infrastructure, local standards, and conditions are typically less developed than in urban environments. Any complaints should be written and given to the Lessor within 24 hours of the time the issue occurred.

## **12. CONDUCT BEHAVIOR**

When renting the villa, the Lessor maintains responsibility for the appropriate behavior of the guests. If any guest behaves in an inappropriate manner, the Lessor or their representative, at their absolute discretion, may ask the offending party to leave the premises. In this case, no refund may be claimed by the Lessor. In addition, the owner of the villa or representatives of the owner reserve the right to enter the premises at a reasonable time in order to gain access to complete repairs, perform maintenance, or to show the villa to prospective Lessee.



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### **13. SOCIAL CORPORATE RESPONSIBILITY**

Bringing any illegal substances into the villa is prohibited, along with the use or consumption of any illegal substances. Unlawful behavior is also prohibited. The Police will be immediately contacted if there is any violation. For the safety of our guests and local employees, as well as for protection of property, guests may not bring outside guests back to the villa.

### **14. VILLA STAFF**

Staff service is included in your stay at the villa. However, at your own discretion, a tip may be given upon departure. Additional services such as babysitting and drivers can be arranged in advance and are subject to availability. Asking staff to look after minor children is not allowed. The Lessee must allow staff such as pool maintenance workers and gardeners access to the grounds in order to complete their work.

### **15. NO PETS**

There is a 'No Pet Policy' in the villa and on surrounding properties. This may or may not be applicable to some villas.

### **16. NO SMOKING**

There is no smoking permitted in the villa. Smoking must be done outside on the grounds, where an ash tray can be provided by the Villa Manager.

### **17. NOISE**

Noise levels must be kept at a reasonable minimum, especially during the hours of 11pm and 8am while guests are sleeping.

### **18. LINENS AND TOWELS**

Linens and towels are provided by the villa and due to our eco-friendly Save the Planet policy, linens are changed every third day, more often if necessary. Towels are replaced



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after placement in the towel basket. Additional charges may apply if more frequent changes are needed. Items such as bedding, washing, or clothing articles should not be hung where it is visible to another residence or common property on the estate. Laundry of personal clothing by a third party can be arranged at the lessees cost, the Lessor cannot take responsibility for any loss or damage by the third party.

## **19. UTILITIES**

Utility costs are included with the rent. Windows must be closed while air-conditioning is in use. The Androck Villas abides with an eco-friendly policy. Therefore, we request that all air-conditioning must be switch off when you need to go out or stay long outside of the villa, villa staff may comply with this policy.

## **20. FURNITURE**

Interior furnishings must remain inside the villa, and only designated outdoor furniture can be used on the exterior.

## **21. LESSOR INSURANCE**

The Lessee must not do or allow anything to be done that may cause the villa's insurance against loss or damage by fire to become void or cause insurance premiums to be raised.

## **22. DUE CARE AND SUPERVISION/INDEMNITY**

It is understood that the Lessee is responsible and liable for the safety and well-being of guests and third parties while staying at the Villa. Both the Lessee and guests are required to take due care during their stay and take precautions such as supervision of children in the gardens, near the entrance, and near or in the pool. All children must be under the direct supervision of an adult at all times. No guest may enter the villa while wet from swimming, as floors may become slippery. Damages or injuries resulting from the above mentioned scenarios are the responsibility of the Lessee. The Lessee indemnifies and holds the Lessor harmless and free of liability resulting from such claims that result as consequences of accidents leading to injury or loss of life.



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### **23. VALUABLES**

Valuable items such as passports, cell phones, cameras, traveler checks, cash or jewelry should be stored in a safety deposit box provided in the villa. Neither the Lessor nor the staff is responsible for any valuables left behind, lost, or damaged.

### **24. ARTWORK**

Guests must be aware that each villa contains precious contemporary and antique pieces of art unique to that villa and must take care to avoid causing any damage to them. Any artwork or antiques damaged during the rental period will be the responsibility of the Lessee. The Lessee is liable for the remaining damages and must compensate the Lessor the difference in cost.

### **25. JURISDICTION**

Any contract that is made will be with the acceptance by both parties of these terms and conditions, which are governed by the local law of the property rented and both parties will submit to the exclusive jurisdiction of the local courts of the property rented.

**ANDROCK Villas Management**