

Pine Heights Villa - Rental Terms and Conditions

Prices are per villa, not per person. Prices do NOT include flights, transfers, car hire, or holiday insurance. Please read the information contained in the Rental Conditions section of the website, which form part of these Rental Terms and Conditions.

Prices and availability are subject to change without notice, please check when booking. A booking is confirmed once the Owner is in receipt of the completed Booking Form and a 25% non-refundable deposit.

The balance, plus a refundable security deposit, must be received by the Owner 8 weeks before departure. The Owner reserves the right to cancel the booking if the balance is not paid by the given due date. Any deposits would be forfeited.

A separate security deposit cheque of £200 is required to cover possible breakages, damage, loss, or exceptional cleaning costs, to the villa or its contents. Liability is not limited to £200; any damage must be paid for in full. The security deposit will be held by the Owner during your stay and returned to you within 3 weeks of your return home, (less any costs incurred if applicable).

Clients must notify our Turkish Representative of any pre-existing breakages or damage within 24 hours of arrival at the villa, to ensure that you are not held responsible.

Any cancellation by the Clients must be in writing. The effective date of cancellation will be the date the letter of cancellation is received by the Owner. If cancelled 8 weeks or more before departure, only the deposit is forfeited. If cancellation is between 4 – 8 weeks before departure date then 50% of the total cost is forfeited. There will be no refund for cancellations of less than 28 days before departure date.

The Owner operates a Paypal account to give Clients the additional option of secure payment by credit/debit cards. This service however unfortunately will incur Clients with a standard 3.4% Paypal charge. (The Owner does not make a charge for this facility).

Only the people named on the Booking Form are allowed to stay at the property. Smoking is not permitted inside the villa. This is for the comfort of future guests. No pets are allowed on the premises.

The Owner cannot accept any responsibility or liability for death, injury, accidents, loss, or damage to personal effects however caused which occur during the rental period, including whilst in the property, surrounding area, or pool. The Client must ensure that all children are supervised at all times especially whilst in or around the pool. Please note that there is no shallow end to the pool.

Clients are advised to use caution regarding the following: pool and area surrounding pool, car parking area, balconies. Also, the floors in and around the villa consist of ceramic and marble tiles which may be slippery when wet. The Owner does not consider the villa suitable for children under 6 years old. The Owner wishes to also make clear that, as the villa is located in a

mountainous location, those wishing not to use a car or taxi to leave the development, need to consider that it is a long walk to Göcek harbour, part of which involves a mountain track. The Owner does not accept any responsibility or liability for acts or omissions of third parties which may prevent or disrupt a Client booking. The booking contract exists between the Owner and the Client and is limited to the rental of the property. The Owner may arrange transfers, car hire, trips/activities with a third party (usually the Owner's Representative) upon request. However, such arrangements are independent from the Owner. The Owner's representative may also arrange any of the above directly with a Client upon request. As stated, the Owner's sole responsibility is the rental of the villa. The Owner receives no payment/commission for such services and would not be liable for any problems occurring. The information and descriptions supplied by the Owner are believed to be accurate and are offered in good faith.

Any problems, emergencies, complaints, damages, breakages or losses must be reported to the Owner's local Turkish Representative, who will be happy to assist. If the matter is not resolved, the Client must follow up the complaint in writing to the Owner within 14 days of the end of the rental period.

No liability will be accepted by the Owner if the contract is affected by 'Force Majeure'. Examples include, but are not limited to, the following instances beyond the Owner's control e.g. fire, flood, earthquake, other 'acts of God', strikes, civil/political disturbances, terrorist activity, industrial disputes, problems with flights/transportation. In the unlikely event that the Owner has to cancel a booking due to circumstances beyond control, the Owner will repay in full ALL monies paid. No compensation will be paid.

The Owner cannot be held liable for loss or disruption of main services such as electricity, gas, or water supplies, nor any actions taken in the vicinity of the accommodation by any person(s) or authority, local circumstances, breakdown of machinery, maintenance, unsuitable weather conditions, fuel shortages, power cuts etc.

During your stay the pool and garden will be maintained by site personnel. During the summer months the garden needs watering frequently to keep the plants and fruit trees lush. There is also 24 hour security on site at the development.

The Owner will endeavour to be as flexible as possible regarding rental period arrival and exiting times. This is to ensure that Clients have as much scope as possible regarding their chosen flight days and times. Obviously the villa needs to be empty for a period of time between rentals, so that the property can be fully cleaned and checked etc ready for the next occupants. The Owner will therefore set agreed arrival and exit times with each Client party. Although it cannot always be guaranteed, in most cases Clients will be able to drive immediately to the villa at the start of their holiday, and stay in their villa until the time they need to leave for the airport. This is one of the luxuries of renting a private villa and the Owner will always aim for this to be the case. To assist with this, it is important to give the Owner the flight arrival and departure times a.s.a.p.

Clients are reminded to check their passport and visa requirements for Turkey. It is essential that Clients arrange their own personal holiday and medical insurance. These Rental Terms and Conditions are governed by and to be construed in accordance with English law. Clients are advised to print out a copy of these Rental Terms and Conditions.