

CASA JENNY TERMS & CONDITIONS

The following terms and conditions are applicable for the rental of our house..

Acceptance of these terms and conditions is required when completing booking form.

Receipt by us of the Booking Form and deposit acknowledging that you accept these terms and conditions confirms that you the Guest understand and accept these conditions. In the event of any dispute they will be quoted to you.

Policies:

1. Reservation is not confirmed until your deposit is received and funds are cleared.
2. Persons under 21 years of age are not permitted unless accompanied by adults.
3. Guests agree to report and pay for any breakages, losses or damage.
4. The Villa is strictly NON-SMOKING: For the benefit of all renters it is strictly forbidden to smoke within the house.
5. Sorry, no pets allowed - with the exception of guide dogs.
6. In the unlikely event that the owners have to cancel the rental agreement, the owner will only be liable to repay monies received.
7. No liability by the owner is accepted for loss of main services or failure of appliances. The owner will make every effort to rectify as soon as possible.
8. The owners or their agents have access to the house during guest rentals to carry out any necessary repairs.
9. Extra bed or cot for hire if needed, to fit in the front bedroom.

Check in / Check out times:

1. Check-in is after 3pm on day of arrival.
2. Check-out is 10am on day of departure.

1. **Reservation Deposit:** 20% of total cost is required to secure the dates requested.
2. **Security Deposit:** A refundable security deposit of £200 sterling is required. This will be refunded within 10 days of you returning home subject to a status report from our agents in Nerja. This is to cover any damage, breakage or loss to the house and contents or excessive cleaning costs. (This to be paid through PayPal 2 weeks before your arrival and any money refunded will be through PayPal too.)
3. The Final Balance: - less the reservation deposit, is due 6 weeks prior to arrival.
4. Payments: Payments may be made through a PayPal account or by bank transfer in Euro or Sterling.

Refunds:

Cancellations must be received in writing and are subject to the following penalties:

1. 12 or more weeks prior to arrival - £35.00 cancellation fee
2. 8-12 weeks prior to arrival - loss of half of the reservation deposit/booking deposit.
3. 4-8 weeks prior to arrival - loss of reservation deposit

4. Within 4 weeks of arrival - no refund

We do recommend you take out travel insurance in the event it is necessary for you to cancel your holiday.

Getting to our Casa Jenny

We recommend this company <http://nerjataxisbus.com/> to hire a taxi as they have a set fee. This is the one we use.

If you are hiring a car I will send you on directions 2 weeks prior to your arrival. There is parking along the street.

Keys:

1. There is a key lock box at the property, which we will give you the code and instructions on how to get into it, 2 weeks before you arrival
2. If keys are lost, a spare set is held locally for which a fee of €50.00 will be charged.

Insurance:

We recommend that cancellation insurance is contained within your travel insurance and taken out at the time of booking.

Guests Responsibilities:

1. It is a condition of a booking that all members of the party are covered by travel insurance that carries protection against delays and cancellations and has adequate medical insurance.
2. **All members of the party must be listed on the booking form.** Only the persons named on the booking form are permitted to stay at the house.
3. Guests are requested to take care of the house during their stay, including locking the doors, windows and turning off the air-conditioning when any windows or doors are left open while in the house. **Breakages, losses or damages must be reported and paid for by the guests.**

PLEASE DO NOT LEAVE THE AIR-CONDITIONING ON WHEN YOU ARE NOT IN THE HOUSE.

4. Please leave the house clean and tidy and empty all bins on your last day. There is a communal bin area near the house.
5. El Capistrano is a quiet residential community. It is requested that our guests respect the neighborhood by not making noises that could disturb our neighbors, especially prior to 7am and after 11pm. In the event that anyone in your party causes annoyance to anyone on the community, we reserve the right to terminate your let with immediate effect. Under such circumstances we will not be responsible for any additional costs that you may incur, will not pay compensation, or give a refund.

Liability:

1. During your stay the owners do not accept any liability whatsoever for i] death, ii] personal injury, iii] sickness iv] accident, v] loss of luggage, vi] loss of personal effects or any other misadventure which may occur whilst renting our accommodation however caused. This includes the use of all facilities and equipment within the house.
2. El Capistrano has a 2 swimming pools; the owners do not accept any liability whatsoever for I] injury, ii] death, iii] any other accident or incident that may occur however caused.

Force Majeure:

The owners cannot accept, be responsible for, or be liable in respect of loss, damage or changes caused by force majeure (e.g. strikes, floods, war, and closure of airports, weather conditions or any other events beyond our control.)

