

TERMS & CONDITIONS

FOR BOOKING OF HOLIDAY RENTALS WITH HAPPY HOMES (OVERSEAS) LTD

INFORMATION SHARING AND DISCLOSURE:

Happy Homes (Overseas) Ltd highly honours your privacy and will never trade, sell nor buy any data including email addresses or other information disclosed during any transactions you might engage in with us. We shall not under any circumstances disclose your personal information to non-affiliated individuals or companies without your express permission. We will only provide the information required to trusted Associates of Happy Homes (Overseas) Ltd. to enable such Associates to communicate with Happy Homes (Overseas) Ltd and/or yourselves about projects, prices and services on offer.

We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud or violations of Happy Homes (Overseas) Ltd terms of use, or as otherwise required by law.

By using our websites or through our offices you hereby agree to these terms and conditions should you book a property for rental through Happy Homes (Overseas) Ltd

LIABILITY:

Properties advertised by Happy Homes (Overseas) Ltd are fully inspected by us to ensure they are of the standard described by the owners. Happy Homes (Overseas) Ltd as a booking agent accepts no liability for any loss or personal injury however incurred while guests occupy the property of their choice. All information is provided in good faith and no liability is accepted whatsoever for any misrepresentation of accommodation beyond what is known to them at the time of booking.

Although we use all resources at our disposal to ensure information provided and the quality and facilities of the properties we offer, we cannot accept any liability for any problems arising from actions taken by you that occur while occupying the property deemed to be hazardous, dangerous or unsafe.

BOOKING CONDITIONS

On booking your holiday accommodation an initial 25% non-refundable deposit is required to secure the booking, only when this deposit is paid is a written confirmation of your booking sent out to you.

Full payment includes rental charge, security bond and any supplementary facilities prior to rental commencement as described below. The person who makes the booking shall be responsible for all payments in respect of the booking. Should final payment not be received by the due date, we reserve the right to cancel the booking and charge you cancellation costs set out below. If after you have confirmed your booking you decide to alter your arrival or departure dates we shall do our utmost to make the requested changes provided we are informed at least 8 weeks prior to the rental commencement. Some alterations may incur an administration charges and if made within 8 weeks of rental commencement may be treated as cancellation where you will be subject to cancellation costs set out below.

Payments Required and Cleared through bank.

+ Less than 8 weeks away: Full payment plus £85 security bond

+More than 8 weeks away: 25% deposit rental balance plus £85 security bond payable 8 weeks before arrival

CANCELLATION

The party leader making the booking must make any cancellation in writing. In the event of cancellation the following charges will be levied:

Period before departure that letter is received Charges expressed as % of total rental cost

More than 56 days Deposit only

+56 - 42 days 85%

+41 -15 days 95%

+14 days or less 100%

CANCELLATION OR CHANGES BY PROPERTY OWNER

Wherever possible, any changes made will be advised of without delay. Should circumstances arise, requiring your vacation to be amended or cancelled, prior to your arrival we shall endeavour to offer a similar, alternative holiday home of at least the equivalent value of the property booked, in most cases we shall endeavour to upgrade your booking to a property of higher value. Should we not be able to offer an alternative property a full refund will be made of all monies paid limited to that of the rental charge, we cannot be held liable for any costs or charges you or your party have or will incur as a result of cancellation or amendment of your holiday.

SECURITY BOND

A security bond against damages or consequential costs not allowed for in the rental charge is payable before your arrival in resort. This is conditionally refundable within 21 days of your departure. All or part of the security bond may be retained and further unlimited charges made to the person making the booking where we incur costs or damages as a direct result of your stay including, but not exclusive to; excess cleaning, replacement or repairs to the property or any of its contents, the pool, patio or grounds, leisure equipment if installed, loss of property or keys, additional charges made by utility or service companies, costs of arranging transport and associated accommodation arrangements for guests arriving after your departure where your actions have caused the properties unavailability.

MANAGEMENT COMPANY

Our management company associates ensure that the property is well maintained and cared for. Their name and telephone number will be given to you via an information pack upon your arrival in resort. They are on hand should you require any assistance during your stay at the property. In our absence you are required to accommodate any reasonable request, instruction or direction from their representatives in the interests of the property you are renting, their day-to-day operating requirements or for arriving guests after you depart.

ARRIVAL AND DEPARTURE

The property booked is available from 14.00 on day of commencement of rental and must be vacated by 10.00 on day of departure to enable cleaning and any necessary maintenance carried out. Late departure from the property will incur a penalty as detailed below. However Subject to availability and at the discretion of Happy Homes (Overseas) Ltd the property can be made available for an extended period on the day of departure. An extra charge will be payable for this facility.

Property Arrival & Departure Penalty For Late Departure

+Check in after: 14:00

+Check out by: 10:00

+£20 per hour & loss of Security Bond at our discretion.

COMPLAINTS

Unfortunately, we are not always able to control the components of your rented accommodation and it is possible that an advertised facility may be withdrawn or changed due to circumstances beyond our control and for which we cannot accept liability. In the unlikely event during your holiday you wish to register a complaint of another matter, we cannot accept liability unless the property Management Company is immediately contacted, you receive a sufficient acknowledgment, then you follow this by writing to us when you return home.

FORCE MAJEURE

Neither the property owners or our Management Company can be liable for any loss, damage or injury arising in connection with your stay in the rental home caused by matters outside of any reasonable control, including acts of God, War, civil disturbances, strikes or other industrial actions, acts of government, or any event beyond our control; and your claims here are the responsibility of your insurance terms and conditions.

TRAVEL INSURANCE

It is essential that you and your party have adequate travel insurance; your stay at any of our properties is not permitted without this. We reserve the right to claim from you or your insurers any damages or costs that we cannot recover in any other way as a direct result of your stay.

PAYMENTS:

If the booking is made more than 8 weeks in advance of scheduled arrival, 25% deposit is required to secure the accommodation. The balance will be due 8 weeks before arrival. If the booking is made less than 8 weeks in advance full payment for all properties and products including any promotional offers is required. If paying by credit card please be advised there will be 3.0% service charge. If paying by bank transfer all transfer costs will be payable by you.

Period - Payments Required

Less than 8 weeks away: Full payment plus £85 security bond

More than 8 weeks away: 25% deposit with rental balance plus £85 security bond payable 8 weeks before arrival

BEHAVIOUR

It is your responsibility to ensure that you and the members of your party do not behave in a way which causes offence or danger to others or which risks damage to property belonging to others. In such circumstances the villa owner/s and the Company have the right to terminate arrangements made on your behalf, in which case the Company's responsibility to you ceases immediately and there can be no refunds, no payment of compensation and no reimbursement of any cost or expenses you may incur as a result. Further, you will be liable to reimburse the Company for any expenses whatsoever it incurs as a result of your behaviour.

All our accommodation is made available for letting on the understanding that the property will be left clean and tidy at the time of checkout and all personal waste must be removed from the property. Under no circumstances must any property for use inside the property, be moved outside.

AIR-CONDITIONING

The cost of any heating and air-conditioning is included in the villa/apartment price you pay (unless indicated otherwise), for fire and security reasons the units must only be used while you are in the property, with all windows and doors kept closed. Under no circumstances must the units be left on continuously while the property is unoccupied. You will be liable for any damage resulting from any such misuse.

SPECIAL DISCOUNTS

From time to time various discounts will be offered on property in our portfolio. The cost payable by you is either the advertised price of the property or the price quoted by Happy Homes (Overseas) Ltd at the time of booking.

CHANGES TO OUR TERMS AND CONDITIONS

Happy Homes (Overseas) Ltd reserves the right to update this policy at any time. Should this be done, we shall notify you about significant changes by sending a notice to the primary email address specified in your details or by placing a prominent notice on our web sites.

QUESTIONS AND SUGGESTIONS

If you have any questions or suggestions, please [email us](#)