

Terms & Conditions

- 1.** Bookings are made on behalf of the Owner of the property at the prices stated in the web pages of Mediterraneo Case Ltd. All properties have been personally inspected by Mediterraneo Case to ensure that they meet the high standards of accommodation on which the company's reputation is based. Properties are furnished and equipped as described in the detailed and technical descriptions provided to renters and guests ("clients") on the company's web site.
- 2. Where and How to Book**

Bookings can be made through the Mediterraneo Case website www.mediterraneocase.co.uk, sending an email, calling the telephone number indicated on the web site or sending a faxed written request to the Mediterraneo Case number.
- 3. Prices**

Prices are for rental of the named property per week. The prices are based on current market conditions and exchange rates. Mediterraneo Case reserves the right to modify such prices in the event of considerable fluctuations in the exchange rates. However Mediterraneo Case guarantees the price of your property will not change after you have made your booking and we have issued a Confirmation Invoice. Our prices are per villa/apartment for one week. This includes the cost of gas, electricity, linen and cleaning (unless stated otherwise in the price list). All additional cost like heating, firewood, sauna, additional beds and extra changes of bed linen are directly payable to the property owner.
- 5. Payments**

A deposit of 30% of the rental cost is payable on booking within 7 days. The property will be reserved for this time and be confirmed when the deposit is received. The company will not enter into correspondence in the event that the deposit is not received within the required hold period and the property is allocated to another client; however the company will do its utmost to find a replacement property acceptable to the client or a full refund of the deposit will be made. The balance of rental must be paid 45 days prior to the beginning of the rental period. Non payment of the balance within this period will constitute basis for cancellation and the property will be re-offered and cancellation conditions applied.
- 6. Changes or Cancellations made by the Customer**

Changes or cancellations made to the booking must be notified to the Company in writing by the Customer. We will do our best to assist where possible with any reasonable changes made by the Customer, but they may not be possible. An administrative charge of £25.00 shall apply in addition to any costs levied by our supplier as a result of the change of details such charges will be notified to the Customer. Where the Customer has requested a change to the date of holiday less than 6 weeks prior to departure, the holiday booking shall be deemed cancelled and the cancellation charges referred to below will apply. Any changes to the number of people in your party must be advised to us as soon as possible and where applicable any payment required by you in respect of additional persons shall be made in full if the change is requested less than 6 weeks prior to departure.

7. Cancellation

Cancellation is effected by the client when written notification is received by Mediterraneo Case or in the event of non payment of balances, when written confirmation of non intention to proceed is received. Should the client for whatever reason cancel the booking, they will have the right to reimbursement of all money paid subject to the deduction of cancellation charges. Cancellation charges are based on the total rental price and are calculated from the date of beginning of the rental period as follow:

Between 45– days or more prior to departure	30% of your holiday cost (deposit)
Between 44–30 days prior to your departure	50% of your holiday cost.
Between 29–15 days prior to departure	80% of your holiday cost
Between 14–0 days prior to departure	100% of your holiday cost is forfeited

8. Changes or Cancellations made by the Company

Most alterations or changes to confirmed holiday arrangements are minor, for example the withdrawal of facilities at your accommodation. We will always do our best to advise you of such changes. Although unlikely, we do reserve the right to substitute different accommodation to that booked by the Customer of a similar or equivalent standard. In the event of a change the Customer has either the option of accepting the alternative accommodation offered by the Company. For the avoidance of doubt where the alternative accommodation has a lower price than the amount that the Customer has paid the Company will refund the difference and where the alternative is of a higher price than the Customer has paid then the Company reserves the right to charge the Customer the difference between that amount and the increased price or the Customer has the option of cancelling their holiday and the Company shall use its best endeavours to promptly refund all monies paid for the rental price of the property.

9. Occupancy: Number of Persons / Substitutions

Your accommodation is reserved for the exclusive use of the persons named on the confirmation invoice. No other person may use the property unless agreed in writing with Mediterraneo Case.

10. Arrivals, Departures and Conduct

Arrivals are accepted at pre-arranged meeting points after 3:00pm (15:00) and before 7:00pm (19:00) of the day of arrival. Should clients experience some delay, they should telephone the local representative to advise the estimated time of arrival. Local representatives will do their utmost to accommodate out of hours requests, however the company and owners of properties cannot guarantee access to the properties after 22.00 hrs and do not accept responsibility for damages, costs or other consequences whatsoever of late arrivals. Where possible, Mediterraneo Case will arrange late arrivals on request, for parties travelling on late flights, subject to the payment on arrival of a late arrival fee of 30 Euros. All expenses for transport of people, luggage and goods from port to houses are to be arranged by the Clients. The rental voucher provided at the time of payment of the balance is not transferable and must be presented to the local representative at time of arrival. Specified in the voucher will be the number of persons booked for the rental period and it is strictly forbidden to exceed this number. House capacities are notified on villa descriptions and changes prior to arrival must be requested to Mediterraneo Case. Exceeding the maximum capacity of the house specified on the description represents a breach of the terms and conditions of rental and provides a valid basis for the owner to deny entry to the property with consequent termination of the rental agreement and forfeiture of all moneys paid. Please don't let this happen. Any queries should be addressed to Mediterraneo Case prior to breaching the agreement, who will do their utmost to find a viable solution. The company cannot be held responsible for any damages in the event that the agreement has been breached and the owner has exercised their rights. Conduct unbecoming at the villa (including wanton destruction of property, poor hygiene, excessive noise etc) also represents a possible basis for termination of the rental agreement, and offenders may be asked to leave the property thereby forfeiting any money paid. Departures are due before 10:00am on the final day of rental. Where possible, requests for extended departure times will be accommodated, however this must be by prior agreement with the local representative

11. Security Deposit

When the keys are handed over to the customer, the deposit stipulated in the property description must be paid in cash (euros) to the owner or their representative. The security deposit will be refunded at the end of the holiday, less any deduction made for any damage caused to the property, or for any additional cost not included in the rental price.

12. Responsibility

The properties represented by Mediterraneo Case are privately owned and reflect the local traditions and tastes of the owners. It is therefore important that you recognise the differences in these properties compared to those of your normal living accommodation. Mediterraneo Case have inspected all of the properties represented in every effort to ensure that they fit customer specifications and are suitable for holiday occupancy. However we are committed to offering you the best holiday accommodation available. However should the Customer have cause for complaint whilst on holiday the Customer should contact the Company's Owner whose name and contact details are set out on the Confirmation Invoice and or itinerary. If the Customer is unable to reach the local agent the Customer is advised to call the Company in England whose contact number is listed on the Confirmation Invoice, and we shall use reasonable endeavours to rectify the problem save where circumstances are beyond our reasonable control. If the complaint cannot be

Mediterraneo Case

Holiday homes with charme

rectified whilst the Customer is on holiday the Customer should contact the Company within 14 days of returning to the UK. Clients should also be aware that

many of our properties are in rural areas, where the presence of animals such as lizards, field mice, ants and insects could be greater than what they may be used to. In addition, many of the properties have inherent dangers such as swimming pools, dry stone walls, ungated access to roads, staircases, unfenced drops etc. Neither Mediterraneo Case or the Owners can accept any liability for accidents occurring howsoever, as the client must be responsible for taking all necessary safety precautions. Equally, no claims of any sort will be entertained in the event of incidents occurring whilst occupants or guests are under the influence of alcohol or any non - therapeutic drugs.

13. Force Majeur

We cannot accept liability in any circumstances where performance and/or prompt performance of our obligations is prevented as a result of war, riots civil strife, terrorist activities, natural disasters, industrial disputes, fire, nuclear explosion or adverse weather conditions.

14. Insurance

It is a requirement for the Customer and the members of his party to have suitable travel insurance and we insist that Customers supply full details of the nature of their travel insurance to us on booking their holiday or at least within 14 days of booking

Mediterraneo Case

Holiday homes with charme