

### Booking terms and conditions

We hope that you will choose to come on holiday with Sereno Escape. If you do, then you can be absolutely certain that we will do everything we can to ensure that you have a wonderful holiday with fantastic and lasting memories.

We believe in being up front, we do not want you to have any of those “nasty surprises” and we do not want to disappoint you! So please carefully read the following terms and conditions. If anything is unclear then please call us.

1. The cost of your holiday includes;

- ✓ Accommodation in our luxury villa for 7 nights, catered for 6 days (breakfast, lunch and dinner) with arrival at 4.00pm and departure at 11.00am. (We will try to be flexible around these times however please remember that we do have a lot of work to do in preparing the villa for your holiday).
- ✓ Champagne reception on arrival.
- ✓ Morning tea served in your bedroom, if you like!
- ✓ All soft drinks, aperitifs' and beers
- ✓ Your wine hamper
- ✓ Linen, towels, and pool towels (mid week change)
- ✓ Daily cleaning
- ✓ TV, DVD and library
- ✓ Wifi is available however due to the rural location of the villa the WiFi is not fast enough to stream movies and games although it is perfectly Ok for Facebook, emails etc.
- ✓ CD music system available (including connection for MP3 player)
- ✓ Full and sole use of the swimming pool and surrounding outside areas
- ✓ Selection of games including table football and outside chess
- ✓ Tourist taxes
- ✓ Your Chef and Host and their impeccable service, food and attention!

2. The cost of your holiday does not include;

- Travel or transfers to the villa
- Insurance. It is the customer's responsibility to have full holiday insurance. All personal belongings are the sole responsibility of the client, Sereno Escape do not accept any responsibility for loss or damage of personal items however caused.
- Childcare. (This can be arranged at additional cost if required).
- The food supplement per person

### 3. Reserving your holiday

- When you contact us regarding your holiday and we know that we can help we will email you a quotation. We will hold the villa for you for 48 hours from this point to enable you to discuss the arrangements with your friends and family. If you do not confirm your booking within this time then your preliminary reservation will lapse. We will, however, try and extend this for you if possible, and if we agree to this then we will confirm this in email.

### 4. Securing your booking

- Having read and agreed to the booking terms and conditions, to secure the holiday you will need to complete the booking form we will email to you. To secure the holiday more than 10 weeks in advance you will need to pay a deposit of 30% of the quoted cost, this is non-refundable. If you are booking your holiday less than 10 weeks prior to arrival then full payment will be required on booking.
- The confirmation of your booking and of receipt of the deposit will be sent to you via email.
- Full payment is due 10 weeks prior to your arrival date and this will be stated on your invoice/receipt.
- If full payment is not received 10 weeks prior to the arrival date of your holiday then we will send a "Notice of payment being due".
- If full payment is not received within 7 days of "Notice of payment being due" then the booking will be cancelled and you will lose your deposit.

### 5. Cancellation and changes by us;

- In the extremely unlikely event that we have to change/cancel your holiday (through matters beyond our control such as force majeure), then you will be notified as soon as possible and will have the following choices;
  - o Accept the change.
  - o Accept an alternative holiday date at no extra cost.
  - o Cancel your holiday with full refund

### 6. Cancellation by you;

- Should you need to cancel your holiday with us then the lead person (as detailed on the holiday quotation) will need to notify us in writing (or email) of the cancellation. Cancellation charges will be payable as set out below to compensate Sereno Escape for the cost of making the booking and the risk that we may be unable to re-sell your cancelled arrangements. The following

charges are calculated from the date that the written notice of cancellation is received by us.

- o More than 10 weeks before your holiday – loss of deposit.
  - o 10 – 8 weeks before your holiday – 50% of the total cost of your holiday.
- o 8 – 6 weeks before your holiday – 80% of the total cost of your holiday.
- o Less than 6 weeks before your holiday – 100% of the total cost of your holiday.
- o Cancelling a booking will additionally incur a £150 cancellation fee being charged to cover administration costs.

## 7. Loyalty Discount

- If you have ever stayed with Sereno Escapes before we will love to offer you a 3.5% loyalty discount applied to the total cost that you have been offered.

## 8. Payments

- Payments to be made in GBP sterling through bank transfer, Visa or Mastercard. Payments made by credit card will incur a 2.5% surcharge.

## 9. House rules

- We want you to relax and really enjoy your holiday, we want you to treat the villa like your own home;
  - o We expect our guests to behave in such a manner as to not disrupt the enjoyment of others, to be respectful to the staff and of the villa. The villa is set in a lovely rural area and we expect the guest to respect the locals who live and work there all year round.
  - o All rubbish must be disposed of in the relevant (environmentally appropriate) bins.
  - o We expect guests to pay for all losses, damages or breakages, whether accidental or deliberate, before departure from the villa.
  - o No pets are permitted.
  - o There is no smoking in the villa. If smoking outside the villa then cigarette butts must only be disposed of in ashtrays.

## 10. Complaints.

- If you have a complaint or a problem with your holiday then we would ask that you discuss this with us whilst at the villa. We want you to enjoy your holiday and we will try our very best to resolve any problem immediately.