

Terms & Conditions

Dear Guests

Thank you for your booking and we really hope that you enjoy your villa holiday. We have tried to provide a comfortable environment for you and your family with all the facilities to make your holiday an enjoyable one. Please see below our terms and conditions which are in place for our mutual protection.

Kind regards

Andrew & Gillian

Booking Conditions

- 1. Please note that these booking conditions apply to our villa and remain the same whether clients' have booked via our website or through a holiday portal. Bookings are accepted at the owner's discretion and may not be accepted from same sex groups or groups under the age of 25.**

Booking Direct

2. A 25% deposit of the basic villa price is required and a completed booking form. On receipt of the booking form the villa will be provisionally reserved for you for a maximum of five working days. The booking will be confirmed once the deposit is received and cleared within this period. If the deposit has not been received within this time, we reserve the right to re-advertise the property for those chosen weeks.

Booking via a Portal

3. A variable deposit is required depending on which portal the booking is made through. Please refer to the portal's website for further details. The dates will automatically be booked once the deposit is received. A security deposit may be held.
4. **The deposit is acceptance that you have read, understood and accepted our terms and conditions.**
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5. Under our Tourist Licence Agreement (**Tourist Licence No: VV-35-2-0002499**) we are required by **law** to take a copy of individual guests' passports **over** the age of 14. The hotel industry has been doing this for years and the regulations are now the same for private owners. Since December 2024 the Spanish Authorities also require additional information from guests. A registration form will be sent direct from the owners four weeks prior to departure and on receipt of completed form, all directions/instructions for the villa will be e-mailed.
6. The address of the villa, directions from the airport to the property and the security numbers for the key safe will be sent to you by e-mail once the passport details and final balance is received. A key to access the property is kept in the key safe outside the property. The card to access the complex is kept in the post-box just outside of the complex (full instructions will be sent prior to departure).
7. Should you wish to make alterations to the reservation, this can only be done with the agreement of the owners.
8. Full payment is due **four weeks** prior to your stay unless a non-refundable rate has been requested.

Cancellation

9. In the unlikely event that circumstances beyond the reasonable control of the owners necessitate the cancellation of the holiday arrangements, the owners reserve the right to cancel the booking at any time. If a booking is cancelled, then the owners will only be liable to refund monies already paid by the client. However, every effort will be made to offer alternative arrangements with the mutual agreement of the client.
10. If the outstanding balance due is not received within four weeks prior to departure, **we** reserve the right to cancel the booking in which case the deposit is forfeited.
11. Additionally, if the booking is cancelled by the client the following charges will apply.

Notice Given:

- 4 weeks and over – loss of deposit (**also applies to a non-refundable rate on Booking.com**)

Once balance is received the following applies:

- 0 – 4 weeks - **no** refund of monies paid.
- If guests need to reschedule the dates within a reasonable time (i.e. over 4 weeks) due to unforeseen circumstances, any monies paid may be carried over at the discretion of the owners. **It is strongly recommended that guests arrange travel insurance which will cover any medical emergency that requires cancellation.**
- Guests that choose to leave the property for whatever reason – no refund.

Changeover Day

12. We can be flexible and will try to accommodate any requests where possible. Guests arriving will be able to access the property by **2pm** on the day of arrival. Any additional requests for times must be by prior arrangement only. Guests are kindly asked to vacate the property by **10.00am** on the day of departure. Before departure, please ensure the property is left in the same condition as on arrival and dispose of any consumables and waste accordingly. All keys must be left at the property in the place originally found. The card to the complex must be left in the post-box.

Contents & Property

13. Bath towels, beach towels and linen are provided. Guests staying for longer periods will be given options with regards to linen and cleaning. Occupants are liable for damages to the villa or any breakages to the contents. We ask that you kindly take the same precautions as you would in the UK with the locking of the property and with security in general. Please note that the property is not suitable for wheelchair users or physically disabled due to the hilly location, stairs and door widths.

Behaviour

14. You accept responsibility for any damage or loss caused by you or any member of your party. Full payment of any such damage or loss must be paid direct to us at the time. If you fail to do so you will be responsible for meeting any legal costs we incur in full in recovering full payment from you.
15. Please note that the villa is on a **residential** complex. We would really appreciate if you could keep noise levels down, particularly in the evening, and **not use the Jacuzzi between 10pm to 9.00am**. The Canarian law has strict guidelines in regard

to noise in residential complexes/hotels and can prosecute holidaymakers who breach the peace.

16. **Under no circumstances** should any property belonging to the owners be moved, changed or altered.
17. Please note that **smoking is not permitted** in the villa and request that clients' smoke outside of the villa. This keeps the villa odour free and will prevent the smoke detectors being triggered. Ashtrays have been provided for convenience.
18. No pets are allowed in the villa without the permission of the owners.
19. **Under no circumstances** should there be guests staying at the property whose details are not on the booking form. Any change of guests needs to be agreed by the owners.

Insurance/Security

20. It is recommended that all guests have appropriate travel/holiday insurance.
21. We do not take any responsibility for loss, injury or accident, whether personal or otherwise, suffered by you or any member of your party while staying at the villa.
22. For the protection of our guests and the property we have one security camera at the front of the building as recommended by our insurers. All other cameras located on the property are imitation CCTV.
23. **Under no circumstances should the keys be left in the front door lock as this will result in no one being able to access the property and a locksmith will need to be called out to gain access.** Unfortunately, any charges incurred will be passed onto guests.

Communal Pool

24. The communal pool is for the use of all guests staying at Mirador de las Dunas. Please note that this is a residential complex and that there is no lifeguard around the communal pool. Please ensure that young children are accompanied at all times and that non-swimmers wear suitable swimming aids.
25. Please also note that the area around the pool can be slippery when wet – so care must be taken when getting in and out of the pool and within its vicinity.
26. Plastic glasses have been supplied and must be used at all times outside of the villa.

Jacuzzi

27. **Always shower** before using to avoid getting sand and oils in the jets. Blocked jets will cause considerable damage to the Jacuzzi and will be costly to repair. This cost will be passed on to the persons responsible for the damage.
28. **Under no circumstances** should liquids such as washing up liquid be added to the spa or should the programme button be touched as this will change all the settings.
29. **Under no circumstances** should the controls be changed as they have all been pre-set.
30. Please note and adhere to the 'safety rules' which you will see by the equipment. Children must be supervised **at all times** when using the equipment.
31. Never operate any electrical appliances from inside the spa or while wet. Do not permit any electrical appliance within 1.5m of the spa.

32. Persons who are pregnant or have a history of heart disease, low or high blood pressure, circulatory system problems, diabetes should consult a doctor before using the spa.
33. Please **do not** use the Jacuzzi between 10.00pm and 9.00am for safety and noise reasons.

Building work

34. Building work is ongoing in the Canary Islands and in Fuerteventura. We accept no responsibility if noise does occur as this is out of our control.

Privacy Statement

35. No details of clients' personal details will be passed to a third party without the prior consent of the client. Testimonials will only be published with the consent of the writer.

Complaints Procedure

36. If you should have any concerns during your stay, it is important that you notify our managers as soon as possible so any grievances can be resolved immediately. We are unable to accept responsibility for any issues raised on return of your holiday if our managers were not notified in the first instance.

Other

37. The owners accept no responsibility for, and shall not be liable in respect of, loss, damage or changes caused by force majeure events (eg strikes, floods, fire, closure of airports, weather conditions) or any other event beyond their control.
38. The owners cannot be held responsible for any environmental noise, e.g. noise from neighbours or dogs barking.
39. The owners do not accept liability for the loss of main services such as electricity or water supplies, nor the consequences of the actions or omissions of persons who may control the supply of main services.