

# BOOKING TERMS AND CONDITIONS

## WHO AM I DEALING WITH?

B & P Services. Registered in Spain (Reg. No. X-2455821-L) acting on behalf of individual property owners.

## WHAT HAPPENS IF I CANCEL?

- If you wish to cancel your holiday booking this must be done in writing preferably by fax, from the Party Leader to B & P Management in Spain.
- In the event of cancellation the following charges become payable

**Period before arrival  
Date that letter is received**

More than 56 days  
56-29 days  
28-14 days  
0-13 days

**Cancellation charge as  
a % of total holiday cost  
deposit only**

50%  
60%  
100%

## TRAVEL INSURANCE

- We recommend that you should take out full holiday insurance to cover accidents, health, loss of money, cancellation.. etc..

## DAMAGE DEPOSIT

- Our owners require us to hold a Damage Deposit for each apartment or villa on the following scale

Apartments up to two bedrooms	(€150)	£100
Apartments three bedrooms and over	(€200)	£150
Villas and Townhouses	(€300)	£200
- This Deposit should be sent together with the Holiday balance when it becomes due. Providing no damage is caused during the letting period, the Deposit will be returned after the end of the booking period – please allow up to 14 days for receipt.
- Claims against the Deposit will only be made in the event of damage caused other than in the course of normal and fair wear and tear, and we urge clients to notify any damage to B & P Management promptly so that it may be quickly rectified. Damage discovered after the end of the letting period will be notified to the client by telephone as soon as possible, and will be confirmed by letter or fax.
- We expect properties to be left in a reasonable condition so that they may be quickly prepared for the next clients. If abnormal cleaning is required this may be chargeable against the deposit.

## ACCOMMODATION

- Accommodation provided is for the use of the named clients only and may not be added to, sub-let or assigned in any way.
- Self catering accommodation is available from 4pm on the day of arrival and must be vacated by 10am on the day of departure. We do not have facilities for clients on early arrivals/late departures.
- All self-catering accommodation is in privately owned villas and apartments which are not identical, reflecting the preferences of the different owners.
- Complaints of whatever nature should be notified to our Spanish office immediately in order that we can deal with them promptly and ensure satisfaction.

## WHAT PROTECTION DO I HAVE?

- All monies paid over to us will be held in our clients' account. Funds will only be released from this account to our owners' accounts once the holiday has been completed and the contract fulfilled.

## PLEASE NOTE

- We reserve the right to switch a booking to accommodation of an equivalent standard should this prove necessary due to unforeseeable circumstances.