

## Vega Village Booking Terms & Conditions

### 1) Your Contract

- The application for the booking constitutes an acceptance of all these terms and conditions by the client and the client accepts it on behalf of all the members of the party named in the booking form.

### 2) Payment terms

- In order to book the apartment, we require a non-refundable 30% deposit per week. The balance of the payment will be due 8 weeks before departure. If the balance is not paid on the due date, we reserve the right to treat the booking as cancelled.
- A damage deposit of £50 is required when booking. This will be returned to you after a satisfactory report is received from our management company after your departure from the apartment.

### 3) Cancellation

- You may cancel your holiday at any time providing that the cancellation is made by the person signing the booking form and that it is communicated in writing. The following cancellation charges will apply :-

| Period Before Departure<br>From Date of Notice | Amount of Cancellation Charge |
|--|-------------------------------|
| Less than 28 days                              | 40% of total holiday price    |
| Less than 14 days                              | 60% of total holiday price    |
| Less than 5 days                               | 75% of total holiday price    |
| Less than 4 days                               | 100% of total holiday price   |

The damage deposit of £50 is fully refundable upon cancellation.

### 4) Changing your booking

- If, after confirmation has been issued, you wish to change departure dates, we will do our best to help. If we are unable to rearrange your booking, we reserve the right to treat the booking as cancelled.

### 5) Accommodation

- Only those named on the booking form may use the property. The number of people sleeping in the apartment must not exceed six. Should this condition be violated, the reception management reserve the right to ask you to vacate the property
- No clothing, bedding or similar items shall be dried or aired over the balconies.
- Linen and towels are provided and are not to be removed from the apartment except by the cleaners. Please bring your own beach towels and tea towels.
- Check in time no earlier than 14.00 hours local time on the day of arrival. It may be possible for you to gain entry before this time if no-one is vacating on the date of your arrival. This will only be permitted by prior arrangement with the owners. Check out time is 10.00 hours local time on the day of departure. If no one is arriving on your departure day you may be able to leave your luggage in the apartment. This will only be permitted by prior arrangement with the owners.
- The whole of the apartment is strictly designated as a No Smoking area for safety, comfort and legal reasons.
- A compulsory cleaning service will be provided during each week of your stay and will include 2 room cleans and 1 linen change, payable locally to reception at the cost of 20 euros. If you require additional cleaning and a linen/towel change this is available via reception. • Toilet paper and soap is provided.

### 6) Insurance

- It is your responsibility and a condition of the booking that you arrange appropriate insurance cover for all members of your party for personal injury etc. We assume that such policy is in force before you depart. All members of the party use the facilities at the complex entirely at their own risk.

#### 7) Reductions

- No reductions or credit notes will be given under circumstances amounting to "Force Majeure". In the above, a "Force Majeure" means war, threat or war, riot, civil strife, industrial dispute, terrorist activity, accident, natural or nuclear disaster, fire, airline failure, closure of airports or ports and adverse weather conditions or temporary pest problems at or around the apartment or any other event, situation, incident and natural causes outside our control.

#### 8) Price Guarantee

- We guarantee that the price of your accommodation will not be subject to any surcharge or local tax.

#### 9) Care of Property

- Please remember that this is someone's privately owned apartment and for which you, as the party leader, take and accept full responsibility. You are also responsible to leave it clean and undamaged on your departure. The property will be thoroughly examined by reception staff and an inventory taken on your departure and if it is not left in a suitable condition, it may be necessary to not only charge the security deposit for costs to cover any extra cleaning, repairs or replacements, but also to pursue you for any additional costs incurred. We also recommend you inspect on arrival to ensure the apartment is in order and to point out any possible defects to the management company immediately on arrival.
- The person signing the booking form is responsible for the good behaviour of his/her party. Should anyone in the party behave in such a manner that it is not acceptable; the property management company may ask you to leave the apartment and report the matter to the relevant local authorities

#### 10) Liability Limitations

- Please note that NO responsibility is accepted for any loss of personal items while staying in the apartment or after departure.
- The owners or their agents will not be liable for any loss or injuries resulting from use of the apartment or the complex howsoever caused. All guests must follow the rules and notices concerning safety.
- Parents must at all times obey the rules and supervise children when near the swimming pool or complex facilities.
- The Vega management or the owners, accept no responsibility or liability for failure of any equipment in or around the apartment or complex. After notification of equipment failure, we will work with Vega management to rectify the problem in a reasonable and timely manner.

#### 11) Agreement for the following conditions of use of equipment

- Please follow instructions on operation/safety procedures on all equipment in the apartment.
- Please note that it is your responsibility to ensure the apartment is locked and lighted suitably when you are out. This is for your own security and safety.
- Please do not leave the air-conditioning unit, lights or the hot water boiler switched on while the apartment is empty.
- Should you experience any problems with the equipment in your apartment please contact Vega reception.

Enjoy our apartment and have a great time in Bulgaria!