

## **Terms & Conditions**

The following *Terms and Conditions* apply to every *contract* and agreements made by Villamorva (and staff working for Villamorva business) they apply to all the reservations, bookings and agreements for accommodation and hospitality.

It is recommended that *guests* read the *conditions* and note their responsibilities, arrangements for payments, cancellation terms and limitations on the liability of **Villamorva**. The *contract* is conditional on the payment of the *deposit*.

## **Rates**

All *rates* quoted are per room per night, are subject to availability and include breakfast and all taxes. Rates quoted cannot be used in conjunction with any other discount, offer or promotion.

## **Bookings**

If you wish to book, a non-refundable *deposit* of 50% of your stay will secure your booking. Confirmation of your payment and details of your booked room will be sent by **Villamorva** out to you. A confirmed booking is only made on acceptance of the deposit payment. The *deposit* may be paid by Credit Card or Cash. We accept all major credit and debit cards. Sorry we do not accept American Express or Diners cards. Credit Card transactions will incur a 2% surcharge.

## **Cancellation**

In the unfortunate event of a cancellation a minimum notice period of 28 days must be given by the *guest*. The *guest* will forfeit the paid *deposit*, should the notice be 28 days, or less. Villamorva will make all reasonable efforts to re-let the accommodation, but if this fails, the *guest* will be liable for an amount equal to 75% of the booking value. Where credit card details have been provided by the *guest* for payment of the *deposit*, Villamorva may debit the *guest's* credit card with the balance due. You are strongly recommended to obtain travel insurance against cancellation. Villamorva reserves the right to cancel a booking forthwith and without liability on its part in the event of any cause beyond its control which prevents it from performing its obligations relating to any booking, and will refund the *deposit* in full and have no further liability.

## **Arrival and Departure**

Check in is between 4.00pm and 5.00pm on the day of arrival, and every effort will be made to have rooms ready for occupation by that time. Guests are asked to vacate their room by 10.30am on the day of departure, otherwise a further full day's rate may be charged.

## **Children and Pets**

Villamorva will accommodate children, only from the age of 6 years, unless by prior agreement. All children must be fully supervised at all times. Under no circumstances will Villamorva be held liable for any negligence or damages caused, whether accidental, or otherwise.

Villamorva does not accept any guests pets/animals. There is a resident cat here, who is not permitted in to any guest bedroom or the dining room during breakfast.

## **Health and Safety**

Villamorva does not permit smoking at all within the establishment, especially bedrooms, en suites, public or private areas, including the dining room, hallways or outside at the back of the house.

Guests may smoke away from the house and kitchen but not directly under the bedrooms, in the front garden of Villamorva. Villamorva will not tolerate any guest disregarding this policy, or not respecting this policy. Villamorva has the right to terminate the contract with the guest and the guest will be asked to leave the property. There will not be a refund for any outstanding period of accommodation or meals not used.

There will be a housekeeping fee, charged to any guest found smoking in the rooms for deep cleaning of a minimum of £100.00 with immediate effect.

## **Liability**

Please be respectful when staying at Villamorva and should any damage occur during your stay here by the person who booked or their party, the responsibility for any damage must be paid to Villamorva directly at the time of the incident. Should Villamorva terminate your stay, through unreasonable behaviour or through damage to property or furnishings, there will not be a refund. Should any furnishings or property be stolen or property damaged and this has not been declared at the time of the incident and observed after the departure of the guest, Villamorva reserves the right to charge the guest and take a replacement fee including delivery charge. An invoice will be forwarded to the guest.

If items have been left behind at Villamorva by mistake, after the guest departure, every effort will be made to return them to the guest. Any bulky, heavy, fragile, items may incur a postage fee. However, after a period of 6 months any item will be given to a charitable organisation.

## **Access at Villamorva**

Villamorva is situated on a fairly level road at the bottom of a hill. This is ideal for guests not wanting to climb up the nearby hills and have a gentle stroll in to the town or beaches. However, there are steps up to the house and all bedrooms are situated on the first or second floor. The Victorian building, Villamorva is not suitable, unfortunately for wheelchair users.