

### Making an Enquiry

When we receive an enquiry regarding availability at "The Finca" we will respond at the earliest opportunity (same day or within 12 hours guaranteed). We will confirm suitable dates and confirm the rental rate.

### Confirmation of your Booking

Our booking agents will be in touch with further information for the completion of the reservation. "The Owners" will request a 25% deposit upfront to secure the dates selected, which is paid to them direct at the account noted below. Within the 25% paid will be a non-refundable cost of €115, in the event of cancellation by the guests.

### Balance of Payment

The remaining 75% balance of your holiday should be paid within 8 weeks prior to your arrival. Paid direct to "The Owners" to the account advised upon booking confirmation.

### Payment not received

"The Owners" reserve the right to give notice in writing that your holiday has been cancelled if they do not receive full and final payment by the due date.

### What if you must cancel?

In the unfortunate event that you must cancel your holiday for any reason, the following will apply to any payment you have made to include in all cases, from the 25% reservation deposit, €115 will not be refunded.

- Cancellation within 30 days prior to departure a 100% refund given less €115 as stated above.
- Cancellation within 14 days prior to departure a 50% refund will be given less €115 as stated above.
- Cancellation under 14 days prior to departure no refund will be given due to the short notice.

### What if we had to cancel your booking?

In the unlikely event that we had to cancel your holiday for any reason, we would make a full refund of all amounts paid to date.

### Insurance

You are strongly advised to arrange comprehensive travel insurance (*including cancellation cover*) and to have full cover for the party's belongings, public liability etc. since these are not covered by the owner's insurance.

### Emergency Medical Treatment

If you are travelling from the UK, you are advised to obtain a European Health Insurance Card (EHIC) from the Post Office to enable UK residents to obtain emergency medical treatment in Lanzarote.

### What are the House Rules?

The use of "The Finca" is entirely at your own risk and we do not accept any liability for theft or damage to your personal possessions, or injury arising from the use of the equipment or facilities provided.

No jumping or diving into the pool is permitted. We advise guests not to run on the patio, around the pool or throughout "The Finca", as tiles can be slippery when wet. Use only the plastic tumblers provided around the pool. Any broken glass will require the pool to be drained, cleaned, and refilled at your own expense!

### Changeover

Unless expressly stated otherwise, "The Finca" will be available to you at **15:00pm** (local time) on the day of arrival and you must vacate by **10:00am** on the day of departure.

### Maximum number of Occupants

The maximum number of people that can reside at "The Finca" will be stated by you on the booking form and confirmed by you to "The Booking Agents". This number must not be exceeded without written consent.

### Duty of Care

Guests agree to be considerate (to neighbours) and to take good care of "The Finca" and to leave it in the same state as they found it on their arrival. Although a final clean is included in the price, "The Owners" reserve the right to charge for additional cleaning if you left it in an unreasonable state.

### Defects

You must report to the owners any defects in "The Finca" or breakdown of any appliances, machinery etc, without delay in order that repairs, or replacement can be made immediately.

### Arrival day

If you have any complaints or if you notice that anything is not as it should be on your arrival, please contact "The Owners" at the earliest opportunity. They will endeavour to put matters right for you immediately. The "Owners" will be there to welcome you to The Finca and help you settle in making sure that everything is satisfactory.

An emergency out of hours number will be provided for "the Owners". We ask you to report any problems to them during the hours of 9am to 6pm Monday to Saturday, and outside of these hours to only contact them in the case of genuinely urgent problems.

### Departure day

Please ensure that when you empty the safe on the last day to leave it open with the key in the lock for the next guests. If you break anything at "The Finca" during your stay we would be grateful if you could arrange to replace this if possible or notify "the Owners".

### The "Owners" liability

The owner shall not be liable to the guests:

- For any temporary defects or stoppage in the supply of public services to "The Finca", nor in respect of any temporary loss of appliances, equipment, swimming pool etc For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the "Owners" control; or
- For any loss, damage or inconvenience caused to or suffered by the guests, if "The Finca" is destroyed or substantially damaged before the start of your holiday and in any event, the "Owners" shall return all sums paid in respect of the holiday within seven days of notification of such damage.

Under no circumstances shall the "Owners" liability to the guests exceed the amount paid for the rental period.

### Contact details:

- **Website:** [www.ruralfincalanzarote.com](http://www.ruralfincalanzarote.com)
- **Email:** [enquiries@ruralfincalanzarote.com](mailto:enquiries@ruralfincalanzarote.com)
- **Tel:** +34 603 163 762