

Booking Conditions

GENERAL

Dorman Villas arranges holiday accommodation as agent for the local property managers or for the owners of the accommodation ("the Property Owner") featured in our brochure or on our website. Your contract is with the Property Owner.

FORMATION OF CONTRACT

2.1 In order to confirm your booking, you must send us a completed and signed Booking Form and payment of a non-refundable booking deposit of 30% of the property rental. A binding contract between the person who has signed the Booking Form and the Property

Owner will be made when Dorman Villas issue a confirmation invoice as agent for the Property Owner. You are responsible for payment of the price of the holiday and the compliance of members of your party with these conditions.

2.2 Bookings cannot be accepted from anyone who is under 18 years of age at the time of booking. We reserve the right to refuse a booking without giving any reason.

PAYMENT

3.1 The balance must be paid no later than nine weeks before departure. Failure to pay the balance on time will constitute cancellation and cancellation charges will become payable in accordance with paragraph 6.

3.2 If you book a holiday less than nine weeks before departure, the fully holiday charge is payable at the time of booking.

3.3 Receipt and banking of any deposit shall not constitute acceptance of any booking; a binding contract exists when we issue a confirmation invoice.

3.4 The properties require the payment of a Security Deposit to cover the cost of any damage or breakages to the property or its contents, which is taken on your arrival, by the owner or the local agent. This amount, less any applicable claims, will be returned to you as soon as possible, usually before your departure. But, you may also be asked for a telephone deposit on arrival and delays may be caused in returning these deposits while we await the accounts to be given to us.

THE PRICE

4.1 The prices given are in £ sterling, euros and Swiss francs and the rental period is weekly, unless otherwise stated. Clients may make bookings in any of these currencies but both the deposit and balance must be paid in the same currency.

4.2 Properties are let fully furnished and equipped. The price for all Greek properties includes linen, maid service and a standard final clean. In France and Switzerland, the final clean and laundry are payable locally and vary according to the number of guests and state the property is left in. In Switzerland there is a small daily tourist tax, charged per day per person and this too is payable locally. (In 2008 per adult, per day @ CHF 2.10)

ALTERATIONS OR CANCELLATION BY US

In the unlikely event that it is necessary to make an alteration to or cancel the holiday accommodation specified in the holiday confirmation, we will inform you as soon as possible. We will try to arrange alternative holiday accommodation of a similar type and standard and in a similar location as that originally requested.

If the alternative holiday accommodation is not acceptable, we will refund in full all monies paid and shall be under no other liability.

CANCELLATION BY YOU

Any cancellation by you (for whatever reason) must be in writing addressed to us. The effective date of cancellation is the date on which written notification is received by us.

If you cancel before final payment is made, i.e. nine weeks or more before departure, your 30% deposit will be forfeited.

If you cancel within nine weeks of departure, i.e. after full payment has been made, we cannot provide you with any refund.

If within that nine week period we are forced to cancel your reservation due to non-payment, we shall nevertheless be entitled to claim the full holiday costs from you.

7. AMENDMENTS BY YOU

Upon receipt of your booking confirmation, please check the details to make sure they are correct. If, after your booking has been accepted, you require us to amend it in any way, and we have to re-invoice you, we reserve the right to charge an amendment fee of £50.00, or the equivalent in euro or CHF per change. We reserve the right to treat a change of property and/or holiday dates as a cancellation of one holiday and the booking of another.

8. INFORMATION

While we make every effort to ensure that descriptions supplied by the Property Owners are accurately reproduced, we cannot accept responsibility for errors contained therein or the results thereof. You must accept that minor differences between the photograph/illustration/text used and the actual property may arise.

Property Owners reserve the right to make modifications to the property specification that are considered necessary in the light of operating requirements. In the interests of continued improvement, Property Owners reserve the right to alter furniture, fittings, amenities, facilities or any activities, either advertised or previously available, without prior notice.

If material changes occur after your booking has been confirmed we will advise you, as long as, there is time, before your holiday.

9. NUMBER OF PEOPLE USING THE HOLIDAY ACCOMMODATION

Only those persons named on the booking form may use the property without prior arrangement. The number of people staying at the property must not exceed the number of sleeping places indicated in the property description except in the case of infants of less than two years of age. Some properties will limit the number of infants. In the event that the maximum number is exceeded without prior arrangement, the Property Owner reserves the right to refuse or revoke the booking at their sole discretion.

10. ACCESS

The Property Owner or his/her representative shall be allowed free access to the holiday accommodation at any reasonable time during any holiday occupancy for the purposes of inspection and maintenance.

11. ARRIVALS AND DEPARTURES

Arrivals are between 4 p.m. and 8 p.m. on the holiday start date, and the accommodation must be vacated by 10 a.m. on the last day unless otherwise authorised. If these times are difficult, please advise us at the time of booking. If your arrival is delayed you must inform the Property Owner so that suitable arrangements can be made for entry to the holiday accommodation. If you arrive after 10 p.m., you may not be able to occupy the property until the next day.

12. PETS

Pets are not allowed without prior written permission of the Property Owner. You may be asked for an additional Security Deposit.

13. YOUR RESPONSIBILITIES

You must keep the holiday accommodation and all furniture, fittings, effects, facilities and equipment in the same state of repair and condition as at the commencement of the holiday. This includes leaving the holiday accommodation in the same state of cleanliness (the time taken to clean dirty saucepans will be deducted from your deposit). During your stay you are responsible for taking your rubbish from the property and taking it to the local garbage bins. You are also responsible, prior to your departure, for returning any furniture in the house and in the garden that you have moved during your stay to its original position. If the above is not adhered to, the time spent in fulfilling these responsibilities, together with any damage or loss which occurs to the property or its contents during your occupation, will be charged to you and you will be asked to pay appropriate compensation to the Property Owner, or to us as agent.

COMPLAINTS

In the unlikely event that you are disappointed with the holiday accommodation, you must first contact the Property Owner or local representative who will try to solve the problem. Where this is not possible, you should contact us. If after that, you still feel that the problem has not been resolved to your reasonable satisfaction, you should within seven days of returning from your holiday, put your comments in writing to us and we will forward them to the Property Owner. If you vacate the property before the end of the rental period without our authorisation, you shall lose any rights to compensation.

LIABILITIES

15.1 Neither we (as agent for the Property Owner) nor the Property Owner shall be responsible for the death of or personal injury to you or any person named on the Booking Form or other person at the property.

15.2 We shall not be liable for any loss, breach or delay due to any cause beyond our reasonable control, including though not limited to, act of God, explosion, flood, earthquake, tempest, fire or accident, war or threat of war, civil disturbance, acts, restrictions, regulations, bye-laws, or measures of any kind on the part of any governmental or local authority, strikes, lock-outs, or other industrial actions or disputes or adverse weather conditions. In any such case, we shall be entitled to treat the contract as discharged.

15.3 In the event of such discharge, our liability shall be limited notwithstanding to the return of the sums paid to us in respect of the (unused) portion of the holiday calculated on a pro rata daily basis.

15.4 We cannot be held responsible for breakdown of mechanical equipment such as pumps, boilers, swimming pool filtrations systems etc. nor for failure of public utilities such as water, gas and electricity.

15.5 Neither we, nor the Property Owner is responsible for noise or disturbance originating beyond the boundaries of the holiday accommodation or which is beyond our control.

CLEANING

The property will be cleaned at the beginning of the rental period and you must leave it clean at the end of the period. We reserve the right to retain all or part of your deposit if additional cleaning is required. (See paragraph 13 & Section 3.4)

BEHAVIOUR

The person signing the contract is responsible for the correct and decent behaviour of his party. Should you and your party not behave in such a manner of the key-holder may at his absolute discretion ask you and your party to vacate the property without a refund of the price.

STAFF

The services of staff are included at some of the properties. Additional maids and cooks are sometimes available at extra charge, payable locally, although such services cannot be guaranteed. Please give us as much notice as possible and we shall try to assist. We accept no responsibility for additional staff or services. Any other arrangements you make with your staff or any other person or company providing services whilst you are staying at the property are between you and the staff and we accept no responsibility for these services provided and the terms on which they are provided.

19. LINEN

With the exception of beach towels and cot linen, all other linen is included in all our properties. It is essential to bring cot linen, and in Greece beach towels. Linen is normally changed once per week.

20. SWIMMING POOLS

In Europe, swimming pools are usually closed during the winter months. If your rental falls outside the period 1st May to 31st October, please check with us that the pool is open. If pool heating is required and available, this is normally at an additional charge and payable locally.

21. PHOTOGRAPHY

Photographs taken at our properties cannot be used or sold for profit without authorisation from Dorman Villas.

22. SOCIAL EVENTS AND OTHER FUNCTIONS

It is the policy of ourselves and the Property Owners we represent not to allow social events and other functions (e.g. weddings, receptions, large cocktail parties) on the property without prior agreement at the discretion of ourselves or the owner. Permission will be required for any event to be attended by more than twice the number of people the property is advertised as accommodating (including the holiday party itself). If permission is granted, an additional fee may be charged. Under no account are firework displays permitted.

23. SECURITY AND VALUABLES

Any valuable left at the property are left at your own risk. Neither Dorman Villas, nor the Property Owner nor our agents are responsible for their loss. As with all rental properties in prime locations, there may be a risk of burglary. We accept no responsibility for any loss, damage or consequential losses due to theft or any other security related incident howsoever caused.

24. INSURANCE

It is a condition of booking that your party is covered by a comprehensive travel insurance policy. This policy must include personal injury and cancellation cover. Your signature on the booking form confirms that you are covered by such insurance.

25. LOW SLUNG CARS

People intending to take a low slung car on holiday in Greece, are advised to check whether the access to the property allows for such a car. The same applies to large vehicles in France.

26. LAW

All contractual obligations arising out of these booking conditions shall be deemed to come into existence in London, and be subject to English law and the exclusive jurisdiction of the English courts.

1st April 2008