

Casa Roble, San Roque Club

Booking Procedure and Terms & Conditions 2018

All bookings are subject to Casa Roble, San Roque Club procedures, terms and conditions set out herein. They are deemed to be accepted by you (the renter or the renter's agent), and all members of the group staying in the property, upon your payment to confirm your booking.

Where you are an agent (such as a tour operator) booking on behalf of the renter, it is your responsibility to bring these procedures, terms and conditions to the renter's attention.

We (Seaville Spain SL) and our representatives reserve the right to decline any booking, at our own discretion.

Booking Procedure

Availability is on a first-come, first served-basis and confirmed only at the time of booking.

You can request a provisional booking to hold dates and to enable you to confirm details with your group.

You can confirm the booking by making a payment of a 40% non-refundable deposit. If you don't confirm the provisional booking within 3 days it will lapse.

You will pay the balance of the cost of the booking at least 56 days prior to the arrival date; otherwise we will assume you have cancelled the booking.

For any bookings confirmed less than 56 days prior to the arrival date, the total cost of the booking is payable.

Payment by bank transfer is preferred. Payment by Visa or MasterCard is also accepted, subject to a 2.5% processing fee.

Terms and Conditions

Loss or damage and security deposit

We reserve the right to collect from you a £1000 refundable security deposit at least 7 days prior to arrival. We will use reasonable endeavours to return your deposit within 3 working days of your departure.

We reserve the right to charge you for the cost of making good any loss or damage to the property or its contents whilst your group is in residence.

Once in possession of the keys, key box entry code and gate remote control, guests are responsible for ensuring the security of the house and its contents.

The property is in a rural area and surrounded by wildlife. For your safety and security exit doors should be kept shut in areas that are not being used and at night, to prevent any unwelcomed intrusions.

The property contains the owners' personal furniture, furnishings and possessions. They are there for your comfort and enjoyment; please treat them with due care and respect.

Upon departure, the property should be left in a clean and tidy order. If it is not, we reserve the right to charge for any additional cleaning or housekeeping that is required to put the house back in order.

Failure to return keys and/or gate remote control at the end of the stay will result in a charge of £200 to cover the cost of lock and key and/or remote control replacement.

We strongly recommend that guests purchase adequate insurance to cover all eventualities.

Cancellation

Cancellation by you of part or the entire booking 56 days or more prior to arrival will result in loss of the deposit for those days cancelled.

Cancellation by you of part or the entire booking less than 56 days prior to arrival will result in loss of 100% of the booking cost for those days cancelled.

Part cancellation is not possible if by doing so any minimum stay requirement is breached.

Bookings are made in good faith that the property will be available to you on the agreed arrival date. In the unlikely event that we are unable to provide the accommodation that has been booked and have to cancel the booking, all reasonable endeavours will be used to find guests suitable alternative accommodation or, failing that, we will provide a full refund of the amount of the booking cost that has been paid (less the processing fee paid for accepting payment by Visa or MasterCard).

We strongly recommend that guests purchase adequate insurance to cover all eventualities.

Check in/out

Check in is from 16.00 on the day of arrival, unless otherwise agreed in advance. Check out is no later than 10.00 on the day of departure, unless otherwise agreed in advance.

Occupancy and Andalucía Tourism Law

Guests shall occupy the property for holiday purposes and no other. Stag and Hen parties are strictly forbidden.

The property cannot be re-let or sub-let to any other group, party or individual without our written permission.

As per Andalucía Tourism Law, the property is licensed under the Register of Tourism of Andalucía. Licence number: VFT/CA/00260. In order to comply with the legislation there are 2 documents which are required to be checked and signed upon arrival. These are:

Guest Registration Form - which lists basic guest identity information. Each guest over the age of 16 will be required to sign a form upon arrival. We also need the information for guests under 16 but parents/guardians sign the form.

Guest Contract Form - which in addition to your identity information lists the basic details of your stay such as arrival and departure date, the number of guests and how much you have paid. The lead guest will be required to sign the form.

We will create the forms in advance to keep the administrative burden on you as light as possible, and to check you in to the property as quickly as possible. You will be required to complete these forms, print them off and bring them with you. Upon arrival we will compare the forms against actual passports and if correct, collect the signatures, upload the forms to the Guardia Civil and keep the forms safe for the Junta De Andalucía to inspect as and when they wish.

The maximum occupancy in the property is 12 people and only guests accompanying the renter may occupy the property. In the event of there being extra guests not known to us and not registered on the system, it will be at the risk and responsibility of the lead guest.

In addition, upon arrival you will be required to sign a copy of the Booking Procedure and T&C's document.

Children

Whilst young children and infants are welcome to stay in Casa Roble, San Roque Club, the property is not specifically equipped or furnished to accommodate them. It is the renter's responsibility to ensure that children are always supervised properly in and around the property, especially the swimming pool and jacuzzi area but also inside the house. Please remember that this is the home of the owners. Their furniture and belongings are in your care. Responsibility for the behaviour and safety of children lies solely with the renter and his/her group.

Pets

Regrettably we are unable to accommodate guests with pets.

Smoking

For the benefit of present and future guests the interior of Casa Roble, San Roque Club is a 'no smoking' establishment. Smoking outside is permitted.

Indoor footwear

For comfort, safety and the protection of the floor surfaces, guests should remove outdoor/golf shoes upon entry and are advised to wear slippers or other suitable footwear indoors.

Behaviour

The renter shall ensure that no member of the group engages in any activity in or around the property which may cause damage or offence to the neighbours.

Access

We, our representatives, or subcontractors have the right to access the property at any time in an emergency, and at other times with due regard to the convenience of the renter for the purpose of inspection of the property, and to carry out emergency, essential, or routine repair or maintenance work.

Complaint

In the unlikely event that you have a complaint about the property or its contents whilst on holiday, it must be reported immediately to us, and we will take all reasonable steps to resolve the matter. Neither we nor our representatives can be held responsible for any circumstances beyond our control including but not limited to, mechanical breakdown, illness, television reception or failure of any public supply. We will have no liability for any complaint submitted after completion of the rental period.

Force majeure

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these terms and conditions, 'force majeure' means any event which we or the suppliers of the service(s) in question could not, even with due care, foresee or avoid. Such events may include but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, government action or other events outside our control.

Liability

We accept no responsibility for guests' property while they are in the property. We accept no responsibility for lost, misplaced or stolen property, which guests may have left in the property.

The property at 3 Paseo Mesas del Diente, San Roque Club, San Roque 11360, Cadiz which is marketed under the Casa Roble, San Roque Club name is owned by Seaville Spain SL and managed by its representatives.

Casa Roble, San Roque Club products and services are sold by Seaville Spain SL and its representatives.