

## Booking Terms and Conditions

Making a deposit means that you are agreeing to the terms and conditions.

Sunlight Properties acts as a booking agent for our property owner. A property is only secured once the deposit is paid. Bookings are taken on a first come first serve basis. You are also confirming that you are **over 18 years of age** and you are responsible for all persons who will stay in the accommodation with you **and you take full responsibility for you and your party's travel insurance.**

Before you finalize your booking with payment, **you must verify the property's full description DIRECTLY on our website [www.sunlightproperties.com](http://www.sunlightproperties.com)**, to ensure the property fits your requirements. We cannot be held responsible for any descriptions from other external advertising websites. You agree that you take full responsibility to ensure you have done this before payment and do not hold us liable for any misinformation outside of our direct website, [www.sunlightproperties.com](http://www.sunlightproperties.com).

### Damage Deposit & Inclusions in Price

**For apartments:** A 500€ damage deposit will be blocked on a valid credit card upon arrival. The card will only be charged, should there be damages.

**For villas:** 1500€ to be taken by bank transfer 2 weeks before arrival returned once property checked for damage. Bank transfer fees may apply. A 500€ block will be administered by valid Credit Card on arrival, charged only when damage occurs over and above 1500€.

The guest agrees to be a considerate tenant, respect the tranquility for neighbor's sake, to take good care of the property and to leave it in a clean and tidy condition at the end of the rental period. Although a **final clean is included in our prices**, Sunlight Properties reserve the right to charge for additional cleaning costs if the guest leaves the property in an unacceptable condition. **Acceptable condition means** dishes cleaned and put away, fridge emptied, all trash and bins put out and all furniture in its original position. Cleaners will do a deep clean and sanitize the apartment and linens thoroughly.

**Utilities are included in the rental price**, should utility costs be excessive or prohibited phone calls or films ordered during your stay, we reserve the right to charge your card for the excess amount + a 50€ administration charge.

**1 set of linens per bed and 1 set of towels per person are included in price** (extras may be ordered BEFORE ARRIVAL and during the booking process at additional costs). **Sofa bed linens** are not assumed to be used by every guest and therefore are not included in the price. Ordering extra sofa bed linen is required for sanitary reasons. **Beach towels** are available in MOST properties and are included in the price. We ask only they are cleaned and put away ready for the next guest to use. If they are not, you will be charged 15€ per towel for professional laundering. Any damage, loss or missing towels and/or linens will be charged appropriately for replacement to owner.

For any **missing rental payments**, we also reserve the right to charge from your Damage deposit.

All extra charges incurred for damage, replacement, additional cleaning or in general failure to comply with these conditions set forth will include an administration charge of 50€. In the event of a dispute, you will be charged, as we consider appropriate. The dispute will then be resolved through the normal legal channels.

### Pets and Smoking

Smoking and pets **are strictly prohibited in properties**. We reserve the right to charge the guest card for all additional cleaning and damages incurred by the guest if the rule is broken.

### Balance payment

Detailing the payment schedule.

1. Booking longer than 8 weeks ahead of stay, 25% non-refundable booking deposit required.
2. Booking under 8 weeks ahead of stay, Full Payment required (minus a Cash on Arrival fee to be paid during handover of keys).
3. On arrival, Cash on Arrival fee due to the agent for transfer of keys.

You will be sent a request to make payment via email with regards to your reservation in line with these terms. If payment is not made within 24 hours of receiving your payment option, we reserve the right to cancel the booking and release the dates for alternative booking.

Should you need to change dates or cancel refer to Cancellation Policy below.

## **Insurance**

Guests are strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc., since these are not covered by the owner's insurance. By accepting these Terms and Conditions you are confirming that you and your party have the necessary insurance and that you take full responsibility for the same.

## **Check in and check out**

**Check in is 4pm.** We will try to accommodate early check-in when possible. If, we can allow an early check-in, please be aware the property may not be fully cleaned, prepared and ready. If this is the case, we will meet you, exchange keys/final cash fee and allow you to leave your bags in the property. In this case, the manager will let you know during your Meet and Greet when your property will be ready.

**Check out is 10:30am.** Should you need to stay extra late because of a night flight, we ask you to consider booking an extra day for your convenience. Where possible you MAY be allowed to leave your bags for a few hours should the next guest be arriving late in the day. In this case, you must vacate the property by 10:30, and leave only your bags by the front door fully packed and ready to go. Confirmation is ONLY possible during the Meet and Greet. Even so, should a last minute booking come in during your stay, the agent will call to request you leave WITH your bags by 10:30.

## **Cancellation Policy**

PLEASE TAKE OUT TRAVEL INSURANCE. It is the surest way to gain monies back in extraordinary, unfortunate circumstances, not only for property rentals, but hotels, flights, and any other bookings you may make for your travels.

- a) 25% Booking deposit (for bookings over 56 days/2 months away) is NON-REFUNDABLE
- b) Cancellation 55-35 days before arrival, 50% of full booking cost will be refunded;
- c) Cancellation 22-34 days before arrival, 25% of full booking cost will be refunded.
- d) Any bookings cancelled at 21 days or less lose all monies.

Refunds can only be made by direct payment back to the credit card they were received from. Should you need to claim lost monies through your insurance, we will assist where we can. Where refunds are applied for a cancellation OR date changes are made before 2 months of arrival date, an administration charge of 50€ will be applied. Date changes under the 2 month mark is not possible and the cancellation policy will then be applied.

## **Change of Property**

You may switch properties within 48 hours of confirmation of your booking, provided you book more than 3 weeks prior to your stay without any additional charges.

## **Duty of guest**

- a) The guest agrees not to act in any way that would cause disturbance to those residents in neighboring properties. Any persons in the party who have caused / are causing damage, distress, danger, annoyance, nuisance or disturbance to any neighbors or other residents in the vicinity are liable to be asked to leave or be evicted within 24h of being asked. Such action will not entitle the guest or any of their party to a refund of any monies.
- b) The guest shall report to the owner's agent without delay any defects in the property or breakdown in the equipment, plant, machinery or appliances in the property, and arrangements for repair and/or replacement will be

made as soon as possible.

## **Access to Authorized Personnel**

Accepting these Terms and Conditions means that you agree that personnel authorized by us (tradesmen, staff, etc.) may enter the property during your stay to carry out necessary repairs, maintenance, or property visits by potential clients. You will be notified of their arrival and we will do our best to arrange visits at a time that is convenient to you, in order to respect your privacy.

## **Liability**

**The Owners and Sunlight properties shall not be liable to the guest:**

a) for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, plant, machinery or appliances in the property or within the building the property is located in.

b) for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the owners and Sunlight Properties.

c) for any loss, damage or inconvenience caused to or suffered by the guest if the property shall be destroyed or damaged before the start of the rental period and in any such event, the Owners and Sunlight Properties will do their best to find an alternative. If not, they shall refund to the guest all sums previously paid in respect of the rental period. Under no circumstances shall the Owners' or Sunlight Properties liability to the guest exceed the amount paid to the owners for the rental period.

d) for any unforeseen failure of electricity, water or gas. In the event of failure we will do our best to rectify the situation within 48hrs. Should it not be alleviated within this period, nor a solution near, we will firstly try our best to move you to a similar property. In the event that this is not possible we will offer you refund on the remainder of your stay.

e) for any issues evolving from the communal areas in buildings such as lifts, halls, bins etc which are outside our control.

f) for any unforeseen mechanical, electrical and technical failures such as television, cable service, Internet connection, satellite television, appliances, air-conditioning, etc. We will endeavor to fix or replace machines in the event of failure as quickly as possible.

As WiFi is never charged as a surplus on rentals, no refunds will be applied. WiFi cannot be guaranteed. We cannot be held responsible for the non-compatibility of your laptop with the modem.

Where Air conditioning or heating malfunctions, we will deliver stand up fans or space heaters while we try to fix the issue as quickly as possible.

## **Subletting**

The accommodation is reserved exclusively for the credit card holder and the amount of people officially booked for. No other persons whatsoever are permitted to stay there unless it has been agreed, in advance, with the Owner or Sunlight Properties. The Owner or Sunlight Properties may evict or request any persons not authorized to stay in the property to leave.

**Please Note:** This contract covers accommodation only. It does not cover flights, insurance, car-hire, airport transfers or food.

## **Privacy Policy**

This Privacy Policy outlines how your personal information is treated and forms part of our Conditions of Use.

We will not collect any personal information about you unless you have chosen to give it to us, but we do require your name, address, e-mail address and telephone number so that we can contact you accordingly.

We may use the information provided by you to communicate with you and to provide a more personalized online experience. We may also use the information we collect to keep you updated with information about promotional offers and last minute availabilities.

