

# TERMS AND CONDITIONS

## Villa Alexandra, Marrakech

### 1. Booking Conditions

All arrangements are made subject to the following terms and conditions and signature on booking by the client or client's representative is confirmation that the client accepts and agrees to be bound by these conditions. It is the responsibility of the client to book and pay for any airfares.

### 2. Booking

The Villa can be booked for a maximum of 12 guests, the weekly rate includes 8 guests, see price guide for details.

### 3. Confirmation and Payment

A deposit of 25% of the cost of the holiday is due at the initial time of booking the villa. The balance of 75% of the cost of the holiday will be due 8 weeks before the holiday commences. Payment instructions (will be given at the time of booking.)

If the balance is not paid by these due date we reserve the right to cancel the booking and levy a cancellation charge. There will be no contract until the deposit and signed booking form have been received.

### 4. Cancellations

Cancellations of confirmed bookings must be made in writing and will be effective on the date that they are received.

The following charges will apply:

Up to 60 days prior to arrival date 25%.

Up to 30 days prior to arrival date 50%.

There will be no refund under 30 days.

### 5. Insurance

The client must take out their own insurance as the villa owner does not accept any liability for any loss or damage, personal or otherwise. It is a condition that when the booking is confirmed the client will take out or have insurance cover for travel, personal accident and baggage insurance.

### 6. Damage

Guests are responsible for any damage caused and will be charged the costs of any repairs or replacements.

### 7. Complaints

If a guest has a complaint or problem it must be raised with the concierge, if this is not practical it must be raised with the owners within 14 days of the end of the holiday.

### 8. Descriptions

The descriptions and information are given in good faith and are based on the latest information available.