

# Villa Club Ltd Booking Form

PO Box 539 Southampton **SO50 0ES**  
 Reservations Tel: (+351) 289 390501 Fax: (+351) 289 390511  
 (From the UK dial 0871 9008997)



Website: [www.villas-vacations.com](http://www.villas-vacations.com) E-Mail: [rentals@villasvacations.com](mailto:rentals@villasvacations.com)

**Please do not make travel arrangements until you have written confirmation from our office**

|  |                   |   |
|--|-------------------|---|
| <b>Mr / Mrs / Ms</b>                     | <b>First Name</b> | <b>Last Name</b>                          |
| <b>Address (please include postcode)</b> |                   |   |
| <b>Telephone</b>                         | Home/Office       | <b>Mobile:</b>                            |
| <b>Fax</b>                               | Home              | Office                                    |
| <b>e-mail</b>                            |                   |   |
| <b>Total No. of Persons</b>              | Adults:           | Children ( <i>state ages</i> )            |
| <b>Dates</b>                             | From:             | To:                                       |
| <b>Accommodation:</b>                    |                   | <b>Flight Details &amp; Arrival Time:</b> |

**Please state any other requirements:**

| <p><b>Extras Required:</b><br/>                 All prices are weekly rates &amp; subject to availability.</p> <p>Extra Bed.....£60<br/>                 Cot. Travel.....£20<br/>                 Wooden Cot.....£50<br/>                 High Chair.....£15<br/>                 Stairgate.....£10<br/>                 Beach Towel.....£5<br/>                 Electric Fans.....£7<br/>                 DVD.....£25<br/>                 WII console.....£35<br/>                 Portable BBQ.....£40<br/>                 Pool Fence.....POA<br/>                 Total.....</p> | <p><b>Food Packs.</b> You can order individual food items on-line and pay on arrival. You can order special items eg: Birthday cakes and flowers. See <a href="http://www.villas-vacations.com/foodpacks">www.villas-vacations.com/foodpacks</a> If you just require a standard food pack please tick the one you require below.</p> <table style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Food Packs</th> <th style="text-align: left;">Price</th> </tr> </thead> <tbody> <tr> <td>1 or 2 persons</td> <td>£30</td> </tr> <tr> <td>3 or 4 persons</td> <td>£33</td> </tr> <tr> <td>5 or 6 persons</td> <td>£38</td> </tr> <tr> <td>7 or 8 persons</td> <td>£43</td> </tr> </tbody> </table> <p>Would you like to receive information on our:</p> <p>Tennis Centre.....<br/>                 Holiday Insurance.....<br/>                 Property Sales.....<br/>                 Golf Prices.....</p> | Food Packs | Price | 1 or 2 persons | £30 | 3 or 4 persons | £33 | 5 or 6 persons | £38 | 7 or 8 persons | £43 | <p style="text-align: center;"><b>Airport Transfers Yes/No</b><br/> <b>1-4 passengers = £50 (one way)</b><br/> <b>5-8 passengers = £65 (one way)</b></p> <p style="text-align: center;"><b>Car Hire</b><br/>                 Please indicate which type of car you would like to receive a quote for:</p> |
|---|--|------------|-------|----------------|-----|----------------|-----|----------------|-----|----------------|-----|---|
| Food Packs  | Price  |            |       |                |     |                |     |                |     |                |     |   |
| 1 or 2 persons  | £30  |            |       |                |     |                |     |                |     |                |     |   |
| 3 or 4 persons  | £33  |            |       |                |     |                |     |                |     |                |     |   |
| 5 or 6 persons  | £38  |            |       |                |     |                |     |                |     |                |     |   |
| 7 or 8 persons  | £43  |            |       |                |     |                |     |                |     |                |     |   |

- 1) I agree to book the accommodation as specified according to the booking conditions and pay immediately a 25% deposit.
- 2) I wish to pay for my accommodation on the following credit card: \_\_\_/\_\_\_/\_\_\_ Valid to: \_\_\_/\_\_\_
- 3) Villa Club will contact you separately for your security code. When paying by credit card please note there is a 2% surcharge. Alternatively you can pay by bank transfer (the bank details are shown on our confirmation invoice).
- 4) If paying by credit card, I agree that Villa Club Ltd can retain my card details as a 'Damage Deposit' and my card may be used and charged with the costs of any losses or damage to the property or its contents. If paying by other means, I agree to provide a credit card and/or cash for a required Damage Deposit prior to my occupation of the property. I accept that my Damage Deposit will not be returned or released until the vacated property has been inspected (up to 7 days). For more information please see our terms & conditions.
- 5) I confirm I will not be given access to the accommodation unless at least one member of my party is aged at least 23 years, in which case I understand that no refund can be made for any monies paid.

**Signature:**

**Date:**

PS I heard of Villa Club from:

# Villa Club Ltd Booking Conditions

## Descriptions

All descriptions of resorts and accommodation contained in our brochures and web site have been compiled after our own inspections, but may be subject to change without notice.

There may be some changes to the facilities available during the low and medium season in some resorts and facilities.

All prices quoted are accurate at the time of compilation but we reserve the right to change prices at any time without notice. However, any prices already confirmed on your invoice for accommodation will not change (errors and omissions excepted).

## Accommodation Access

Access to accommodation is usually after 4pm on the day of arrival and clients must depart their accommodation before 10am on the day of departure. Under no circumstances shall we guarantee access before or after those respective times unless the client reserves and pays in advance for that right and it is included on our invoice. You must stipulate at the time of booking the total number of people that will occupy the property.

## Maid Service

Maid service is available between two and five days a week, except on weekends and public holidays. Some of the one and two bedroom properties do not include maid service although towels shall always be changed twice per week. With properties that include daily maid service, the towels are changed twice per week and bed linen once per week.

## Accommodation Standards

All properties are checked to ensure they are adequately equipped for the agreed number of occupants.

Although the current building regulations in Portugal are considered to be stringent, there may be differences in standards of safety and quality between Portugal and your home country. For example, windows are not always fitted with safety glass and pools are not always completely fenced off. As anywhere, electricity, water and other utilities can be cut off on occasions. We cannot be held responsible for this or any other lack of facility which is beyond our control.

## Building Works

Clients must be aware that there is always some possibility of nearby building work or construction being carried out by local authorities or private developers.

Sections of some of the resorts we feature are still under development. In other cases neighbouring properties (over which we have no control) may start to carry out building works without any prior notice.

We will always do our best to inform you of the facts in advance, but this may not always be possible. Where we are aware that such works are under way or likely to occur during your holiday, and may in our opinion significantly affect your enjoyment, we will advise you. If you are unhappy with the likely circumstances we will endeavour to offer you alternative accommodation (if the accommodation is more or less expensive than that originally booked, you will be charged or refunded the respective difference). If we are unable to offer you suitable alternative accommodation, we shall refund to you any monies you have already paid to us.

## Occupation of the Accommodation

Accommodation is reserved only for the persons named on the booking form. No other persons are permitted to stay in the property without our written permission nor shall the maximum number exceed that stated on our website or advised to you at the time of booking.

At least one adult in any property must be over the age of 23 years and on your arrival we reserve the right to refuse access to the accommodation to those under-age.

Unauthorised over-occupancy will result in penalty charges and/or immediate cancellation of the right to occupy the property. We also reserve the right to terminate your holiday due to your misconduct or the misconduct of anyone in your party. Properties are furnished and equipped for self-catered accommodation for the number of people that equates to standard occupancy and will be cleaned and checked before your arrival. If you have any problems or complaints, these should be notified to us as soon as possible. You must leave the accommodation in the same state of cleanliness and general order in which it was found. We reserve the right to retain money from the security bond to cover additional cleaning costs should the property be left in an unacceptable condition. This may include the clearing of any rubbish that has to be removed by our staff. The client and party acquire no rights whatsoever over the property excepting occupation as a holiday let for the period booked.

The client shall not sub-let the property.

The property must be kept locked at night and whenever unattended. The client is expected to act in a manner that would not cause unacceptable disturbance to residents in neighbouring properties.

Under no circumstances are pets allowed into the accommodation.

## Swimming Pools

Great care must be taken at all times when around and using a swimming pool, if there is one for your use at the property. In particular, areas around pools can be very slippery and special care must be taken walking through wet areas and on entering and exiting the pool. You remain responsible for the safety of those using the pool at all times. You are recommended to never allow small children and non-swimmers in or around the pool un-supervised, nor to use the pool under the influence of alcohol or drugs. Always familiarise all members of your party with the shallow and deep end of the pool. The pool will need to be cleaned and serviced during your stay. There will also be a pool net so you can remove leaves, etc, which may blow into the pool. When the pool engineer arrives, for safety reasons and to allow him to adequately perform his duties, the pool must not be used for the duration of his visit or within the 15 mins afterwards (to allow) any chemicals to dissipate). Please note that some engineers may arrive as early as 8.00am.

## Insurance

It is a requirement that you take out comprehensive travel insurance as we cannot accept any responsibility for medical expenses, costs of repatriation, loss or damage to possessions, public liability, personal injury or any other costs, losses or damages of the kind which would be covered by a travel insurance policy. It is essential that you have effective holiday insurance cover to ensure losses on flights, other travel and accommodation. It is advised that you take additional breakdown and motor insurance if hiring a car. None of the aforementioned losses are the responsibility of Villa Club Ltd.

## Payments

- a) 20% surcharge on rental periods of 4 days or less.
- b) The minimum rental period in Peak and Premium season is 7 days.
- c) Normal occupancy is two persons per bedroom. Any additional persons aged 3 years and over will be charged £50 per week which will include a folding bed where necessary.
- d) Normal changeover days are Thursdays, Saturdays and Sundays. Other days subject to availability.
- e) Prices include electricity, gas and maid service unless otherwise stated.
- f) A damage deposit is payable on arrival from £50 per person upwards, (minimum of £200) depending on the size and type of the property. This can be left as cash or by signed credit card details.
- g) 25% of payment must be paid before the reservation can be confirmed. This is normally within seven days of verbal agreement. The remaining 75% is payable six weeks prior to arrival. If the payment terms are not observed the booking may be cancelled and our cancellation terms imposed.
- h) Prices are subject to variation and will be confirmed at the time of booking.
- i) We are not obliged to reimburse you for any services not used during your holiday such as leaving accommodation early.
- j) We reserve the right to make minor amendments to your booking and will inform you as soon as possible. If we make major changes to your booking (eg. change of accommodation type or holiday dates) we will offer you the following alternatives:
  - 1) If available substitute accommodation of at least similar standard.
  - 2) For accommodation of a higher or a lower standard any price difference will be paid or received.
  - 3) A full refund

If you have any losses as a result of our making a major change to your booking we will compensate you up to the following limit:

- 1) Within ten weeks of your holiday - £25 per person
  - 2) More than ten weeks before your holiday - £10 per person
- k) We are not responsible for any change or cancellation to your booking due to force majeure (eg. wars, floods, civil strife etc)

## Cancellation Terms

Cancellation by you : Cancellation must be in writing by the party leader and sent to Villa Club Ltd . Cancellation of accommodation will apply from the date of receipt by us of the written cancellation notice. If we receive the notification of cancellation more than 6 weeks before arrival, only the deposit will be retained. If less than 6 weeks then cancellation charges will apply as below. If you are covered by holiday insurance you may be able to recover these cancellation charges.

### *Time prior to arrival*

|                 |      |
|-----------------|------|
| 6 weeks or more | 25%  |
| 5 to 6 weeks    | 40%  |
| 3 to 5 weeks    | 60%  |
| 2 to 3 weeks    | 80%  |
| 2 weeks or less | 100% |

## Passports, visas and health requirements.

For travel within the European Union British citizens need a full 10-year British passport valid for the duration of your stay, but no Visa. A full British passport currently takes about 4 weeks to obtain. If you or any member of your party is not a British citizen or holds a non-British passport you must check passport and Visa requirements with the embassy or consulate of the countries through which you are intending to travel. Information on health is contained in the Department of Health leaflet The Travellers Guide to Health & safety; available from most Post Offices. You should obtain a Form E111 prior to departure. It is your responsibility to ensure that you and all members of your party are in possession of all necessary travel and health documents before departure.

## Complaints

In the unlikely event of there being a problem while on holiday you must report the problem to our local office in Almancil. Contact address and numbers will be provided on arrival. Our local representative with best endeavours will respond within 24 hours and try to resolve the problem. If the problem is not resolved to your satisfaction then you would have to put your complaint in writing to Villa Club Ltd within 28 days of your return. Disputes arising out of or in connection with this contract, which cannot be amicably settled, may (if the customer so wishes) be referred to arbitration.

**\*If your letter of complaint is received 28 days after your return then we cannot be held responsible\***

## Special requests.

Any requests made regarding your arrangements with us should be entered in the relevant space on the booking form when making the booking. These requests will be noted, however we regret we cannot under any circumstances guarantee a request will be met For this reason we do not accept conditional bookings and a request does not form any part of the contract between us.