

Terms & Conditions

GENERAL

We kindly ask you to read carefully the following Terms and Conditions in order to avoid any misunderstandings. Our company reserves the right, at its discretion, to change, modify, update, add or remove these Terms and Conditions at any time, without prior notice.

BOOKING

To make a booking you must contact Villa Hannah either verbally or in writing. Once a provisional booking has been accepted by us, please complete the booking form, sign & return to us no later than 7 days from the provisional booking date together with a cheque or bank transfer payment for 25% of the total cost. (The deposit is non-refundable in case of cancellation by you)

If in the event that you are travelling within 12 weeks prior to departure, full payment must be made. Once we have received the booking form and payment from you, your booking will become confirmed. We will then send you confirmation in writing.

The full balance payment of the holiday will need to be paid no later than 12 weeks prior to departure. We will send you a reminder letter 7 days before the balance is due. If we do not receive this payment by the due date we reserve the right to cancel the booking. We will not send out any further reminders for monies due.

If payment is made through Owners Direct by Credit Card, a credit card fee will be charged.

The fees charged will be deducted from the security deposit.

Fees:

1.4% of the payment if the card is registered within the UK

1.9% of the payment if the card is registered with the EU

2.4% of the payment if the card is registered outside the EU

Card Fees applicable if paying Via Villa Hannah 0780094996

Debit 1.5%

Credit 2.5%

SECURITY DEPOSIT

A security deposit of £200 (cash or cheque) is payable before departure against damage or breakages. This amount will be added to your invoice. Please note that we cash the security deposit on receipt. We retain the right to retain the security deposit (either in part or full) to cover breakages, damage or non-return of keys. Receipts for repairs / replacements will be provided in the unlikely event that such retention of the security deposit is required.

The key for the villa front door must be left in its security box at all times. The loss of the door key will result in a charge of £100.00 from your security bond.

The full damage deposit will be refunded to you within four weeks of departure date, less the costs of any damage. You are responsible for leaving the property in good order and condition. We reserve the right to repossess the property if you or a member of your party causes excessive damage. If any additional cleaning, loss, breakages or damage is incurred during your stay, this will be reported to us by our Management Company and a charge will be made, such amount being taken from your refundable deposit.

We reserve the right to pursue a quest for recompense for any and all damages caused which may exceed the value of the security deposit within 14 days of being served notice of this.

SECURITY

All doors and windows must be closed & locked whenever you are not in the property. Guests are responsible for closing all doors and windows. On your departure date please lock all doors, windows & gates returning the key to the key safe & re jumble to the security code.

We ask you to kindly ensure all lights, air conditioning units & electrical items/switches are turned off when you are not occupying the villa and on departure date (as electricity is very expensive in Cyprus) Thank you.

FLIGHTS

Villa Hannah does not provide flights and you will therefore be responsible for making your own air travel arrangements. Please confirm your flight details with us as soon as they have been made. We cannot be held responsible for any delays, cancellations caused by the airlines, agents or operators. Customers are solely responsible for members of the party having valid passports and any visa required.

We reserve the right to increase or decrease the prices of holidays in this brochure/website at any time; however, the price of the villa rental is guaranteed and will not be subject to any price increase once confirmed. Any major changes made by you once a booking is confirmed may be liable to administration charge of £20.00. Small changes will not incur any charges.

If you wish to cancel your booking this must be done in writing to us by the person who signed the booking form. If you cancel more than 10 weeks prior to the departure date you will lose all the deposit paid. If we need to cancel or make major changes to your booking, we will notify you as soon as possible and a refund will be made for the cost of the villa only. We regret we will not be responsible for any losses or expenses you suffer.

INSURANCE

We do not accept any responsibility in respect of: DEATH, BODILY INJURY, or ILLNESS of any person taking our villa rentals, therefore we strongly recommend that you and all your party take out fully comprehensive travel insurance at the time of booking. The cost of the villa does not include any insurance whatsoever. You may be able to make a claim against your personal travel insurance if your reason for cancelling is covered by the policy you have taken.

Where you request in writing, we will do our best to meet any special requirements and provide any additional services requested, but no guarantee is given as this does not form part of the holiday contract.

If you are prevented from travelling, you may transfer your booking to someone else providing that.

- 1** You sign a letter authorising us to make the transfer.
- 2** The person you transfer your booking to must comply with all the terms of the existing booking.
- 3** That person must confirm to us that they accept the transfer and the terms of booking conditions.
- 4** That person must take out their own personal travel insurance as recommended
- 5.** We will charge a fee of £20 per booking to cover the costs of processing your transfer and this will be added to the new confirmation invoice issued to that person.
- 6.** You will remain responsible for the payment of any balance on that new invoice should that person fail to pay it.

It is unlikely that we will make any changes to your travel arrangements, however we start planning arrangements many months in advance. Occasionally we may have to make changes and correct errors in the brochure/website and other details both before and after the bookings have been confirmed. In the event of minor alterations, we will do our best to notify you before you travel. If a significant change or cancellation has to be made to your holiday arrangements we will notify you as subject to availability. If the villa alternative is of a lower price than that originally booked the difference or cancel your booking completely, in which case we will refund you all monies paid by you.

IMPORTANT NOTE Compensation arrangements do not apply to circumstances beyond our control. We can cancel your holiday in the following circumstances: war, threat of war, riots, civil strikes, or terrorist activity, industrial disputes, natural or nuclear disasters, fire, airport closure, bad weather

conditions and mechanical breakdown or similar events beyond our control. In such circumstances, no refunds will be given.

The Coral Bay area is still a developing resort and some construction work in certain areas is possible. We do our best to check on proposed building work. If we are informed that construction work is to take place within the immediate vicinity of the villa and we feel that this could cause disturbance and spoil the enjoyment of the villa and its amenities we will do our utmost to inform you before you travel. We will not pay any compensation if you or we decide to cancel. Our decision on whether any work taking place will or will not cause any disruption is final. We cannot be held responsible for any traffic noise on public roads or lanes and who uses them as this is totally beyond our control.

Villa Hannah has a maximum occupancy of 6 persons. The accommodation provided is reserved exclusively for the people named on the booking form and no other persons are permitted use to the villa and its amenities with our prior written permission and or stay in the accommodation unless this has been agreed with us in writing and appropriate payments made (if applicable). Should you or any member of your party be responsible for any breakages, loss or damage of any item of the property or additional cleaning has been necessary, a charge will be made locally or an invoice will be sent to you on return to the UK. At all times during your holiday you are expected to have consideration for your neighbours and other third parties. If in opinion of ourselves the local representative, accommodation owner or other person in authority you are or appear to be behaving in such a way to cause danger, distress, or damage to the property, either the supplier or ourselves concerned may terminate your holiday arrangements. In this event we will have no further liability to you and will not be responsible for any expenses you incur, any refund or compensation. In addition you will be responsible for any additional expenses we may incur as a result of your behaviour.

Maintenance

Amenities are not guaranteed. There are no refunds for malfunction of any equipment. In the rare event of a complaint regarding the villa or its amenities whilst you are in resort please contact our representative in Cyprus immediately. The telephone number will be made available to you on arrival at your villa. We shall make every effort to keep the property & its contents in good working order and will make every effort to repair any problems as soon as we have been notified. However no compensation will be given for unforeseen mechanical failures such as pool filtration, electricity, water, gas, TV, satellite services, WIFI, Air conditioning & appliances. It is our guest's obligation to report such problems to the management company or owner as soon as possible. Wherever commercially possible repairs are performed within 48 hours, but sometimes delays are inevitable. (due to parts, engineer assistance etc.)

We believe that the content and description of the villa to be accurate and true. However sometimes the information we are given is incorrect. If there are any significant changes to facilities or errors in the description we will do our best to inform you before you travel.

CONDUCT

Your behaviour and that of your party must not be such as to create excessive noise or nuisance that affects quiet enjoyment of neighbouring properties and/or the safety of staff and neighbours.

PLEASE NOTE The villa will be available from 4pm on the day of arrival and must be vacated by 11am on the day of departure. We regret we are unable to offer an earlier check in or check out time. However if we do not have any guests arriving on your date of departure we may be able to offer you a late checkout, this will be subject to an extra charge and must be authorised in writing by us.

AIR CONDITIONING

The villa is equipped with 5 Air Conditioning Units (1 unit in each Bedroom, 1 unit in Lounge, 1 unit in Dining Room) Villa Hannah includes the use of 5 air conditioning units in the rental. Up to 200 electricity units per week - any extra usage will be charged at 20p per unit and deducted from the deposit.

POOL HEATING

The pool can be heated for an additional cost of £35.00 per day, for a minimum of 7 days. We must have notification if pool heating is required at least 10 days before departure date so the heating can be set for your arrival. The swimming pool has a solar cover to maintain the heat, the pool must be covered overnight and during periods where the pool is not used with the solar thermal cover which is located on the roller at the end of the pool deck. This thermal cover will help to maintain the temperature of the pool particularly during the cooler weather and when pool heating has been requested. **THE POOL COVER IS NOT A SAFETY COVER & YOU MUST NOT WALK, RUN or STAND ON THE COVER AS THIS IS DANGEROUS & WE ACCEPT NO LIABILITY FOR ACCIDENTS THAT HAPPEN IF THIS OCCURS, PLEASE BE VIGILANT & NEVER LEAVE CHILDREN UNATTENDED AROUND THE POOL AREA WHEN THE POOL COVER IS IN SITUE OR NOT IN SITUE! THE MANAGEMENT COMPANY WILL RUN THROUGH THE HEALTH & SAFETY OF THE POOL HEATING & COVER.**

The pool heat price is based on an eight hour cycle from 8.00am to 4.00pm. The water temperature cannot be guaranteed as it depends on the prevailing weather conditions at that particular time. Minimum seven days pool heat required.

In the event of pool heater breakdown, or other circumstances beyond our control, we (or our representative) will do our/his utmost to rectify the problem as soon as possible. In such an event our liability will be limited to refunding the pool heat payment to the guest for the number of days the heater was out of action only - no other compensation will be paid.

Insects & Pests:

The villa receives periodic regular pest control treatment; however, insects & pests are inevitably present in the Cypriot climate. The owner cannot guarantee the total absence of pests/insects.

Drugs:

Guests & their party are not permitted to use, or permit to be brought into the villa any drugs, hazardous materials or flammable liquids deemed dangerous to persons or property.

Lost & Stolen:

We do not except any liability for lost or stolen property of the guest from the property during the rental period. Guests should advise the appropriate authority first of such lost/stolen items. Adequate insurance must be in place by the guests prior to arrival in resort.

WELCOME PACKS:

Basic Welcome packs are provided free of charge when booking Villa Hannah. Each welcome pack will contain basic items such as: Milk, Water, Bread, Juice, Marj, Tea, Coffee.

We can provide a luxury welcome pack however this is subject to an additional charge. Please enquire for further details of costs & contents.

WIFI:

The WIFI connection@ Villa Hannah is provided free of charge.

We have no responsibility for, or control over, the Internet Services you access and do not guarantee that any services are error or virus free.

We have no responsibility for, or control over, the information you transmit or receive via the Service.

We do not guarantee:

- The availability of the Service;
- The speed at which information may be transmitted or received via the Service; or
- That the Service will be compatible with your equipment or any software which you use.

Any problems with connection please call 00357 99329594 (Alexis)

PLEASE DO NOT RESET THE ROUTER!

If the router is reset the engineer call out fee will be deducted from your security deposit.

SMART TV:

Please read the instructions for using the SMART TV.

Do NOT plug any device into the Android Box as this will delete all programs.

Do NOT download anything onto the Android Box

If the Android Box is damaged due to any of the above or misuse the engineer call out fee will be deducted from your security deposit.

PLEASE NOTE OUR VILLA RULES ON ARRIVAL THESE ARE CLEARLY DISPLAYED IN THE VILLA RIGHT OF ENTRY TO VILLA

You must permit us (or any person acting on our behalf) to enter the villa at all reasonable times with all necessary workmen and appliances upon giving 24 hours notice (except in an emergency) To inspect the villa and its contents.

To carry out any repairs or alterations that may be necessary to the villa from time to time.

To carry out any repairs alterations or improvement to the villa or to the electric wiring, gas or water pipes or drains in or under the villa.

To execute all work necessary to remedy any breach of these terms and conditions caused by any member of the party or anyone under their control.

To paint the outside of the villa. To clean inside the villa. To make inventories of all fixtures in the villa.

RE-ENTRY

If at any time during the holiday letting period any member of the party or anyone under their control breaches these terms and conditions we have the right to enter upon the villa to require vacation of the villa by the members of the party and whereupon this agreement will end but without prejudice to the right of action of which we may have in respect of any breach of these terms and conditions. The villa must be vacated by 10am on day of departure. This enables the villa to be cleaned for the next occupants. If there is a gap in change over rental period, guests may be able to stay in the villa but this must be pre-arranged with us first.

I accept the terms and conditions of booking as outlined above

PRIVACY POLICY

Here at the Villa Hannah we take your privacy seriously and only use your personal information to provide the products and services you have requested from us. We are the data controller in respect of any personal data we collect about you and we have appointed a data protection officer who is responsible for monitoring our data protection compliance.

We collect and process your personal information & data in the following ways:

On our websites when you visit or make or manage a reservation; when you use our contact forms for an enquiry; email sign up, event enquiry

If you contact us (by phone, email, text or otherwise), we may keep a record of our correspondence with you for record or training purposes, to improve the quality of our offering and to prevent and detect fraud

When you enter our competitions

We are also working closely with third parties (including for example, Online Travel Agents) and may receive information about you from them.

We may use your personal information & data in the following ways:-

To administer a booking, event or reservation

Send you emails or call you in relation to your stay

To contact you on departure to complete a questionnaire

To send you marketing & promotional emails should you opt in to this service.

Other communications for example responding to requests or general customer service

Sensitive personal data

We do not collect sensitive personal data (such as racial or ethnic origin, nationality, political opinions, religious beliefs, etc) unless it is volunteered by you. In order to tailor product offers to your circumstances we may sometimes ask for information such as your age or any disability that you may have. As with all data, it is entirely up to you to decide whether or not you are happy to provide this information. Sensitive personal data will only be used in order for us to fulfil our contract with you to provide the services that you have requested. We may use data provided by you to serve you better and meet your particular needs (for example, the provision of disability access). You do not need to provide us with personal information simply to browse our website.

Credit/Debit Cards

We use a secure website to obtain your credit/debit card information in order to process any purchases/bookings made on our site. Credit/debit card information may also be requested over the phone when a booking is being made. We will never ask you to send us this information electronically. All such information is stored on a secure system and will only be accessed when necessary to take payments as outlined in our Terms & Conditions. This data will be kept for as long as is necessary to fulfil your contract with us (unless a longer retention period is required or permitted by applicable law) before being disposed securely.

Opt out

Marketing & Promotional e-mails provide a link at the end of the e-mail to unsubscribe from that service.

Please note that it is not possible to 'opt-out' of receiving communication from us which relates to your bookings or reservations.

Non-disclosure to third parties

We do not share your data with any other company for marketing purposes

We may share your data with agencies such as law enforcement or governmental organisations where we are required to make such disclosures by any applicable law

We may share your data with banks and payment providers, to authorise and complete payments

We may pass your information to our third-party service providers, agents, sub-contractors and other associated organisations for the purposes of completing tasks and providing services to you on our or your behalf (for example to process payments and send you email). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We work with carefully selected Online Travel Agents (OTAs). When you enquire about or book with these third parties, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. They will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share required information about you with us (e.g. room type purchased and dates of stay) which we will use in accordance with this Privacy Policy. If you provide information on and use third-party sites, the privacy policy and terms of service on those sites are applicable. We encourage you to read the privacy policies of websites that you visit before submitting personal information.

Our website includes social media features, such as the 'Facebook Like button' and Widgets, such as the 'LiveChat' service that runs on our site. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

Children

Please note that we do not collect any personal information from children under 16 years of age and that no child under 16 should submit any personal information to us. Should we discover that any such personal information has been delivered to us, we will remove that information as soon as possible.

Retaining personal information

We retain personal information about you for the period necessary to fulfil the purposes outlined in this Policy, unless a longer retention period is required or permitted by applicable law. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

How we use cookies

Our website uses "cookies" which are harmless small text files that are placed on your machine to help the website provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most

effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser. Please note, if cookies are disabled, the online browsing experience may be limited.

We don't use cookies to track individuals or store sensitive information such as your name, address or credit card details.

IP addresses

We may collect non-personal information about your computer, including, where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. Your IP address is a number that your Internet Service Provider automatically assigns to the computer that you are using to access the Site. This number is identified and logged automatically in our server log files whenever users visit the Site, along with the time of each visit and the page(s) that were visited. Collecting IP addresses is standard practice on the Internet and is done automatically by many websites. We use IP addresses for purposes such as calculating Site usage levels, helping diagnose server problems, validation of a legitimate user session via Google® captcha and administering the Site. Please note that we treat IP addresses, server log files, and related information as Non-Personal Information, except when we are required to do otherwise under applicable law.

Getting in contact

If you would like to review, access, amend or update your information please contact:-

Villa Hannah. info@villahannah.co.uk

Thank you

Villa Hannah

Signed

Print name

Date.....