



## **Terms and Conditions**

**Client:**

**Property:**

**No of Guests:**

**Check in:**

**Check out:**

**Rate agreed:**

It is important that you read all terms and conditions carefully. Please do not hesitate to contact us if you have any questions or comments.

- We expect our Guests to be discreet and respectful of our properties. In this regard, our Guests are similar owners – they appreciate fine quality, attention to details, and professional service.
- We take bookings through the year and prefer our Guests to reserve early which helps us plan for their stay.
- Pets are generally not allowed. Under special circumstances, house trained pets kept outdoors may be considered by prior arrangement and at additional charge.
- We will visit and/or check in with our Guests during the stay to see if everything is running smoothly.

### **Services included**

- Our rates include utilities, insurance, pre-arrival cleaning and setup, 1 bed and bath linen change each week for stays longer than 7 days, fair use post-stay cleaning and laundry, regular garden maintenance (as required).

### **Services that can be arranged**

- Daily cleaning (for four hours from Monday to Friday) may be arranged at an additional charge.
- Additional household services such as shopping, cooking, laundry etc can be organized separately at extra charge.

### **Rates**

- Rates as agreed and stated.
- A separate security deposit of 50% is payable within 10 days of booking confirmation.
- Payment for the full stay must be made 90 days prior to arrival.
- Incidental charges (ie. additional cleaning, damages, etc.) will be presented within 14 days of the end of the stay.
- Settlement of payment for incidental charges shall take place within 10 days from presentation of the charges.
- The balance of the security as applicable shall be returned within 15 days of all final payments being settled.



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- If for any reason the Owner is unable to make the property booked available according to the confirmed reservation, a full refund of all payments will be made.

### Payment Method

Our preferred method of payment is by wire transfer.

The relevant bank account details will be shared on confirmation of the booking.

Please include your name and dates in the transfer details.

### Household Supplies

Our staff will provide and replace household supplies as needed.

- Every house is unique and has special requirements in terms of household supplies. We know which products work best and the wrong products can actually damage or reduce the effectiveness of equipment (ie. what is the right dishwasher soap for your machine? the right-sized bin liners? the correct coffee filters? etc.).
- We will replenish household supplies as necessary but will charge our Guests for heavy usage if the need arises.

### Cleanliness and Cleaning

All our homes adhere to the highest standards of cleanliness. We count on our guests to help us ensure that these standards are maintained. Any extra cleaning required due to situations arising out of thoughtless or careless use of the property by our Guests, their visitors (or their pets) will be charged at a rate of US\$25 equivalent per hour or as charged by third party specialists required, whichever is higher.

All costs for any damages or extras incurred during a single stay shall be presented within 10 days of departure.

### Pre-Arrival

Prior to Guests' arrival, we will shop for and stock the groceries you have requested, verify the preparation and cleanliness of the house.

### Arrival

At a pre-arranged time, we will meet our Guests at the property to greet you and explain how the house functions.



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We would also be happy to help you plan your sightseeing throughout the week, by offering “insider” tips and suggestions.

### **Security Deposit and Insurance**

Although we rarely encounter damages and those that occur are typically minor, as a precaution, our Guests are required to send a security deposit of 50% of the applicable rate for their stay. This is in addition for the agreed rate.

Any damages that are identified within 10 days of the end of the stay will be presented to you, and the security deposit is deducted by the appropriate amount.

We will not charge for minor wear and tear during any stay of course.

By paying the deposit, all Guests are deemed to agree and acknowledge the risk you bear during the reasonable use and enjoyment of a private home, and to release the owners from any liabilities resulting from your use of the property. It also confirms your responsibility to pay for any damages that may be caused during the stay.

### **Cancellation and Penalties**

Bookings may not be cancelled once a booking deposit is received.

If bookings are cancelled within 90-60 days of the arrival date and all monies are received, 75% of the full rate for the stay shall be forfeited. The balance of total sums received after deducting this amount shall be refunded

If bookings are cancelled within 60 days of the arrival date and all monies are received, the full rate for the stay shall be forfeited. The balance of total sums received after deducting this amount shall be refunded

If for any reason there is a delay in receipt of the final payment by the client and full payment has not been received 90 days before the stay, the client automatically forfeits use of the property and the booking is deemed annulled and the full rate for the stay shall be forfeited. The balance of total sums received after deducting this amount shall be refunded