

TERMS AND CONDITIONS

The person responsible for the booking must be a member of the party occupying the villa and must be over 21 years of age. This person will be responsible for each member of the group and for all payments.

DEPOSIT

A non-refundable deposit of \$200 for each week is required at the time of booking. Confirmation of the booking will only be made when this payment is received.

BALANCE OF PAYMENT

Payment is due in full 4 weeks before occupancy of the villa. For bookings made within 4 weeks of occupancy, the full amount will be required at the time of booking. Failure to pay on time may be deemed as cancellation and the deposit will not be returned.

SECURITY DEPOSIT

A refundable security deposit of \$300 will be required at the time the balance of the payment is due (4 weeks before occupancy). This deposit may be used to cover any damage to the villa or to its contents. The villa will be inspected by the management company immediately after your departure and will contact the owner in this regard. Provided there is no damage to the property or to its contents the security deposit will be refunded to you at this time. In the event of any damage which is greater than \$300 we will hold the party leader responsible for full reimbursement within 14 days.

OCCUPANCY

This property cannot be sublet and only the people named on the booking form may use the villa. Any unauthorized persons staying at the villa could cause the entire group to be evicted without refund. Pets are not allowed at any time.

ARRIVAL AND DEPARTURE

Directions to the villa will be provided upon receipt of the final payment. Arrival time is 4pm and guests are requested to leave the villa at 10am on the day of departure to allow time to prepare the villa for the next guests. An extra charge, equivalent to a one night stay will be applied in the event of late checkout.

CANCELLATION

If you cancel your visit you must inform us in writing and the following charges will apply: 4 – 8 weeks before arrival 50% of the total price. Less than 4 weeks before arrival 100% of the total price. If, due to circumstances beyond our control, we must cancel the booking, you will be offered an alternative property of equal or higher standard to the property booked. If this is unacceptable to you we will refund any sum of money already paid by you.

LIABILITY

The property owners or the owner's agents do not accept any liability for death, personal injury, sickness or accident during your stay. Neither can they be held responsible for damage or loss to guests personal belongings no matter how caused.

POOL AND POOL HEATING

You swim at your own risk in both the private pool and the communal pool. Children must be supervised at all times. Heating is available for you in the private pool at a cost of \$150 per week. Heating must be paid for in full prior to your arrival.

CONDUCT

Lake Berkley is a family resort. We request that noise be kept to a minimum during the early morning and late evening hours. Excessive noise could lead to a visit from the local Law Enforcement and could even lead to your party being evicted from the property without refund.

LAKE BERKLEY HOME OWNER RULES

Lake Berkley is governed by the homeowner rules and you should be aware of the following:

It is forbidden to park R V's, trailers, trucks, or any other large vehicle at the villa.

HOUSEKEEPING

The villa will be cleaned ready for your arrival. If the villa requires extensive cleaning after your departure an extra fee of \$85 will be deducted from your security deposit. Stay of less than 5 nights will incur a cleaning fee of \$85.

REPAIRS

We ask that you notify our Management Company immediately if you find anything that needs attention. Every effort will be made to have the repair made as quickly as possible, but we cannot guarantee that an interruption of service will not occur. Occasionally, it may be necessary for the Management Company to enter the premises for repairs or for general maintenance. We will try to notify you in advance whenever possible.

COMPLAINTS

If you have any complaints about your accommodation when you arrive at the villa, you must bring this to the attention of the Management Company who will do their best to rectify the situation. In the unlikely event of a situation not being resolved during your stay, you are asked to notify us in writing within 7 days of departure. No liability will be accepted for any complaint received after this time.

FORCE MAJEURE

The owners or their agents cannot accept responsibility or liability for any loss, damage or alteration to the terms of your reservation caused by events beyond our control, including, but not limited to war, terrorist activity, civil commotion, technical problems with transportation, flight delays or cancellations, airport closures, adverse weather conditions, fire, flood, industrial dispute or failure of public services.

ACCURACY

All information given here is given in good faith and no liability can be accepted for errors or omissions.

Alan and Lynne Cliff