

## **Carleton Village Rental Terms and Conditions 2017**

### **Booking Payment**

A non-refundable booking deposit of €100.00 is required to reserve accommodation. Outstanding balance is due 6 weeks prior to arrival.

### **Cancellations**

All cancellations are to be made in writing.

Up to 43 days prior to arrival – loss of €100 booking deposit only

42– 29 days – 50% loss

28- 15 days – 75 % loss

14 days or less – 100% loss

The above will be charged to your credit/debit card. If you fail to cancel your reservation, the entire cost of your reservation will be charged to your credit/debit card.

### **Travel Insurance**

We recommend that you purchase travel insurance to cover you in the event that you need to cancel your booking.

### **If we cancel or amend your booking**

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings. If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking. If we cancel your booking, we will refund you any fees you have already paid to us. However, we will not be liable to refund you for any fees you may have paid to any third party in connection with your holiday (including, without limitation, fees for travel, entertainment, activities or insurance).

### **Check In/Check out Times**

During June, July and August, Apartments and Villa's are available for occupation between 5pm and 7pm and must be vacated no later than 10am on day of departure. Alternative arrangements can only be facilitated strictly by prior arrangement with Carleton reservations office. Failure to notify on site supervisor of late arrival may result in loss of reservation. Failure to vacate the property before 10am on day of departure will result in a €50 levy against your credit card. No refund is made if a client is requested to leave or leaves on his own accord before the expiration of his booking.

### **Amending Your Booking**

Changes of booking date and/or property type may incur an additional charge.

### **Breakages**

As a resort that caters to families we understand that little fingers can drop and break things from time to time. We do not normally charge for minor breakages but you might just pop into reception or call and let us know. If we find that excessive or major damage has been caused, the full cost to repair/replace the item will be levied against the card provided at time of booking.

### **Smoking**

We have a very strict **No Smoking** policy in place in all our properties. If you smoke we ask that you do so outside the property and discard of all cigarette end responsibility. If a member of housekeeping suspects smoking has taken place in the property a supervisor will be called to confirm, on confirmation of such your card will be charged €100 for additional cleaning and airing.

**Lost Keys**

We operate a specialised key system in Carleton Village and the loss of keys although understandable is very inconvenient. The charge to replace a lost or unreturned key is €50 and this will be charged to your card.

**Pets**

With the exception of assistance dogs, pets are not permitted in the complex. Please note that assistance dogs are welcome but must be brought to the attention of Carleton Holidays at the time of booking. Guests found to have brought a pet in to the complex will be asked to vacate the property immediately and no refund will be given.

**Access to the Villa/Apartment**

The Management reserves the right to inspect the unit at any time.

**Disturbance**

Noise levels at all times, especially after dark are to be kept to a reasonable level as a matter of courtesy and to avoid disturbance to other guests. Rental of the property may be terminated with no refund at the discretion of the management if occupier behaves in a disruptive manner, causes damage to the property, causes a disturbance or any other circumstances unacceptable to the management.

**Maximum number of occupants**

The total number of people stated on the booking is not to be exceeded. Excess of this number may result in loss of reservation.

2 Bed Villas/Apartments sleep a maximum of 2 Adults, 2 Children and an Infant.

3 Bed Villas sleep a maximum of 2 Adults 4 Children and an Infant or 3 Adults 3 Children and an Infant.

4 Bed Villas sleep a maximum of 2 Adults 6 Children and an Infant or 4 Adults 4 Children and an Infant.

Deluxe Villas sleep a maximum of 2 Adults 6 Children and an Infant or 4 Adults 4 Children and an Infant.

**Liability**

It is the express condition of this booking that the Management is relieved of all liability for any accident, loss or damages which may be sustained by the patrons or their property, whether such loss or damage is caused by the negligence of Carleton Village Management, it's servants agents or otherwise, within Carleton Village accommodation, leisure facilities or during children's organised activities or otherwise within the confines of Carleton Village.

**Lost Property**

No responsibility will be accepted by Carleton Holidays for loss of or damage to property belonging to a guest which is lost or stolen on Carleton Village premises. Additionally such property will be disposed of within 4 weeks of departure if not claimed.

**Complaints**

In the unlikely event of a complaint, please notify the supervisor in Reception immediately and if not rectified, details must be forwarded to the company within 7 days.