

## **Terms & Conditions**



### General

### **Booking Terms & Conditions**

#### **Making Your Booking**

1. The reservation is only binding once we have received your deposit (non refundable), or full payment when less than 8 weeks until arrival, and you have received our email confirmation. No reservation can be held without payment.
2. Please ensure that the party leader reads the full booking terms and conditions. The person who submits the booking does so on behalf of all members of the party and binds them jointly to these terms and conditions. Your completed booking is deemed an acceptance of our Booking T&C's.
3. Any reservations made less than 8 weeks before departure are required to be paid in full at the time of booking.
4. Party leaders must be a minimum of 18 years of age.
5. The balance of your account must be paid no later than 8 weeks before your arrival date. If the balance payment is not received by the due date, then we reserve the right to cancel the booking. In this case, no monies paid will be refunded. Please note that we have no control over additional fees charged by third party booking websites.
6. Direct Bookings - Bank Transfer. This payment method carries no additional fees.

#### **Check In & Check Out**

7. We ROCA Services are the representative in Cyprus. We will be on hand to assist after Check-in and also during your stay.
9. Check-In: Accommodation is available from 3pm on the day of your arrival.
10. Check-Out: Accommodation must be vacated by 10am on the day of departure, unless otherwise agreed by us. The front door must be locked, windows and all other doors secured, alarm must be activated, and keys must be placed back into the key safe box.

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11. Prior to arrival you will be provided with a code to the Key safe box. A front door key and alarm fob will be provided to you. The key and fob should remain attached at all times. Any loss or damage to the key or alarm fob will result in some or all of the security deposit being withheld. Should this deposit be inadequate to cover replacements, it is a condition of this booking that you pay any additional monies due immediately, following our notification.

12. Any requests for earlier check-ins or late check-outs must be made at the time of booking. They are not guaranteed and may incur extra costs.

## **Changes to your Booking & Cancellations**

13. Cancellation by us – ROCA Services reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable e.g. through fire, flood etc. We recognise that our reputation is dependent upon providing you with the best service and every effort will be made to keep any disruption to an absolute minimum where possible. We will do our best to find you an alternative, like for like property. If we are unable to offer alternative accommodation, or if the alternative is not acceptable to you, we will refund the full cost of your booking. ROCA Services will not be held responsible for any additional costs you incur in conjunction with the booking i.e. flights, car hire, transfers etc.

14. Force Majeure – ROCA Services cannot be held responsible for any cancellations due to Natural Disasters, war, civil strife, terrorist action, industrial disputes, sickness, bad weather, global Epidemics/Pandemics, acts of any Government or public authority or any other event outside of our control. Please ensure that you have sufficient insurance cover in place. We recommend that a Travel insurance policy should be taken out either prior to or as soon as you book any flights/accommodation for optimum protection.

15. Cancellations made by you - may result in no refund of monies already paid. Guests who cancel at least 90 days prior to arrival will receive 100% of the amount paid back less the deposit. Any cancellation between 30-90 days prior to arrival will receive 50% of the amount paid back less the deposit. Cancellations at any other point will receive no refund.

16. Changes to your booking - can be made by the party leader. Some changes may incur an additional charge.

17. For any guests who wish to vacate the property prior to the agreed departure date, he/she should inform ROCA Services and will lose the right to any refund of rental for dates not stayed. All Keys MUST be returned to ROCA Services.

## **Security Deposit & Damages**

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18. A refundable security deposit of £250.00 is payable at the time of booking. This is included within the total cost quoted to you. This is held to cover any breakages, vandalism, loss or damage to the property. Should this deposit be inadequate to cover such damages, it is a condition of booking that you pay any additional monies due immediately, following our notification.

19. Security Deposits will be returned within 7 days of your departure date, subject to inspection, with any deductions notified to your party leader prior to the reimbursement. If any of our terms and conditions are broken, we reserve the right to withhold the full security deposit. Any breakages or necessary repairs & replacements required will result in all/some of the Security Deposit being withheld.

20. ROCA Services must be informed of any damage to the property or its contents immediately.

21. All guests are required to keep the property and its contents (furniture, fixtures & fittings) in the same state of repair as at the commencement of their stay and shall leave the property in the same state of cleanliness and general order in which it was found. Any furniture moved must be put back.

22. If any guest(s) acts against any of the terms and conditions, ROCA Services have the right to eject the guest(s) from the property instantly and the guest(s) loses his/her right to the conditions of the booking.

23. Only the persons stated on the booking, including children, may use the property unless otherwise agreed in advance by us. If any overnight guests are entertained without our permission we reserve the right to eject all guests from the property, with no monies returned.

### **Housekeeping**

24. Cleaning & Sanitization - Your accommodation is cleaned and sanitized prior to your arrival. The accommodation is self-catering. Complimentary Mid-Stay cleans will be carried out for stays of 2 weeks or more only.

25. Any valuables left at the property are left at your own risk. ROCA Services is not responsible for any valuable items or cash money in the property. We encourage guests to use the safe provided.

26. Pets are not allowed under any circumstances.

27. Smoking is not allowed in the property. In case any guest smokes, the security deposit will be withheld.

28. ALL rubbish must be disposed of using the large public waste bins. These can be found on the roadside (green wheelie) . Please empty all bins prior to check out.

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29. Wi-Fi & TV – The villa is equipped with high-speed internet access and a UK TV box. ROCA Services are not liable for any malfunctions or technical problems with Internet/TV Service, nor are we liable for the operating speed available.

30. Air conditioning - units are provided for your comfort. Please ensure they are only used whilst you are in the property, with all doors and windows closed. Any problems with these units should be reported to ROCA Services straight away. Please ensure all units are turned off when leaving the property.

### **Local Area Disruptions**

31. Any building work which may commence in the local area is outside of our control and ROCA Services are not liable for any resulting disturbance.

### **Guest Safety**

32. Our guest safety and well-being is of paramount importance. Upon arrival, please familiarise yourself with the layout, particularly if you are travelling with children. Please take the time to point out to them any areas in which they should take care, such as the pool or on balconies.

33. Please ensure children are always supervised when using the swimming pool. The pool is maintained all year round and regularly cleaned to ensure safe swimming.