

Sunny Beach Villa Rental Terms & Conditions

1. Contract of Hire

All bookings are accepted by Sunny Beach Villa and are subject to these conditions which are deemed to have been accepted in full by the hirer and all persons in the party. Bookings can be made by post, email or through the website and would be deemed to be accepted once payment is received by us.

2. Deposit

A non-refundable deposit of 25% of the total cost is required to secure your booking. Your booking must be made by email, through the website or by telephone (followed by written confirmation) and will be held provisionally for five days or until the full deposit is received by us, whichever is sooner. If your booking is made twelve weeks or less before the hire commencement date it must be accompanied by full payment. Should we not receive your payment within five working days then your provisional booking will be released.

3. Confirmation of Booking

Your booking is only confirmed on receipt of your deposit and confirmation will be sent to you by either email or post stating the balance cost and due date the final balance is to be paid.

4. Final Payment

The balance will be paid a clear twelve weeks prior to the hire commencement. If your booking is made twelve weeks or less before the hire commencement date it will be deemed provisional for five days or until full payment is received, whichever is sooner. If we do not receive the balance by the eleventh week prior to your rental commencement date, we shall be entitled to cancel the booking without prejudice.

5. Damage Waiver Deposit

A refundable damage waiver security deposit of £100 is required and payable with the final payment. Within 14 days of return from your holiday this amount will be refunded back to you providing our agent checks the villa's inventory and finds that there are no breakages or damage to the property.

6. Form of Payment

Payment must be made in sterling by cash, cheque, bank transfer or credit / debit card. An additional charge of 3% is applied to all credit or debit card payments to cover bank charges.

Refund of the damage waiver deposit will be refunded to you by either internet bank transfer or cheque in UK Pounds, unless otherwise agreed.

7. Cancellation by Hirer

All cancellations of bookings must be made in writing and notified to and received by Sunny Beach Villa no later than twelve clear weeks prior to the rental period. If cancellation is prior to this deadline the deposit only will be forfeited. If cancellation is less than twelve clear weeks before departure, the full hire cost is to be paid.

8. Alterations and Cancellations by Us

In the unlikely event that the villa becomes unavailable due to circumstances beyond the control of Sunny Beach Villa, the hirer will be offered alternative accommodation if available or a full refund of monies paid at that time. In the event that no suitable accommodation can be offered then a full refund of monies already paid for the villa rental will be refunded. Any refund is restricted to the villa hire costs and we are not liable for any cancellation or administration charges for travel arrangements, etc.

9. Amendment Charges

In the event you wish to alter details of a fully confirmed booking within the twelve week period, there will be an amendment charge of £25 per change in addition to any increase, if any, in the cost of the revised arrangement. Confirmation of the amendments must be sent by you to Sunny Beach Villa in writing or by email.

10. What is Included

The villa rental includes the cost of bed linen and towels, end of stay clean, water, electricity, gas, maintenance of swimming pool and garden. Any defects or deficiencies must be reported within 48 hours of your arrival. After this time it will be assumed that everything is in order.

11. What is Not Included

The villa rental prices do not include personal, travel and cancellation insurance, travel, transportation, airport transfers, full resort representation or mid-stay cleaning of the villa.

12. Occupancy

Only persons listed on the booking form may occupy the villa. The villa cannot be re-let or sublet to any other group / party or individual without the written approval of the owners. You agree to use the villa only for residential use and not to conduct any business that may be illegal or dangerous.

Under no circumstances may more than the maximum number of persons specified in the villa description, or booking form, occupy the villa except by prior written agreement. Sunny Beach Villa, or their representatives, reserve the right to refuse admittance to the villa to the hirer and their party if they are in breach of this condition.

Pets or animals are not allowed under any circumstances.

Smoking within the villa is strictly prohibited. Smoke detectors are used throughout the villa.

13. Hirer's Responsibility

The hirer is responsible for taking all reasonable care of the property and its contents. At the end of the hire period, the property and its contents, including all equipment, furniture, utensils, etc must be left clean and tidy which includes the crockery and cutlery cleaned and stored in the appropriate cupboards and ensure that the cooker, fridge and microwave are clean. The hirer shall ensure that no member of the party engages in any activity in or around the villa and swimming pool which may cause damage, offence to the neighbours, pollution to the water or damage to the structure or filtration equipment, this includes unacceptable anti-social behaviour.

The hirer shall also ensure that all rubbish is cleared away from the property and placed in the communal dustbins.

At the end of the stay you must ensure that all electrical appliances, lights and taps are switched off.

14. Damage to Villa and its Contents

Except in the case of normal wear and tear, the hirer will be responsible for making good any damage to the villa or its contents which has occurred due to negligence, willful damage or irresponsible behaviour on the part of those occupying the villa or their guests. Such damage must be immediately reported to Sunny Beach Villa or its representative. The cost of the replacement or damage must be paid for by the hirer to Sunny Beach Villa. A figure of £100 (unless otherwise advised) is held against damage to the property, furnishings, excessive cleaning requirements or unnecessary call-outs, including those outlined in section 12 above.

15. Rights of Access

Sunny Beach Villa, their representatives or their sub-contractors have the right of access to the villa at any time with due regard to the convenience of the hirer for the purpose of linen changes, inspection of the property and to carry out any essential or routine repair or maintenance work.

16. Responsibilities

Neither Sunny Beach Villa or their representatives can be held responsible for any circumstances beyond their control including, but not limited to, mechanical breakdown, illness, swimming pool maintenance, emptying of swimming pool for necessary maintenance, failure of any public service supply. The hirer responsible for booking undertakes that no person will suffer anything to be done which would endanger the policy of Sunny Beach Villa's insurers in respect of the villa and its contents which might make the same void or voidable.

You agree to keep the villa in a clean & tidy state at all times throughout your tenancy.

17. Injury and Damage

We do not have any responsibility to compensate you for any personal injury, illness, death, loss or damage of whatever nature suffered by you, or any member of your party, during the booking period or thereafter.

18. Accuracy of Information

We always take a great deal to ensure that the information and photography we provide to the best of our knowledge is correct. All information supplied by Sunny Beach Villa is given in good faith and is based upon information available at the time. All reasonable measures have been taken to ensure accuracy, but Sunny Beach Villa and their representatives are not liable for any variation however caused.

19. Villa Arrival and Departure Times

The villa will be available for occupation from 2.00pm local time on the day of arrival and must be vacated by 11.00am on the day of departure, however we do run a flexible time policy making it possible to check in and check out accordingly to your travel arrangements as long as it has been agreed with us prior or during your stay and as long as it does not affect our next booking in any way. You may make a booking with us on any given day of the week (subject to availability) and also your booking can be for any length of time (subject to availability and minimum charge applies).

20. Keys, Directions and Local Contact Numbers

Detailed instructions for key collection and directions to the villa will be sent two weeks prior to the rental commencement, together with a local contact telephone number of a representative working on behalf of Sunny Beach Villa should you have any problems whilst at the villa. Please note that once a set of keys is handed to you, they become your responsibility for the whole duration of your stay. In the event of keys being lost, misplaced or stolen a charge is applied of 60.00 Leva to cover the cost of re-issuing another key / set.

Where alarm security codes are used they will be given to you by text / email once full payment has been received. These codes are to be kept secret at all times and not to be passed or used by anyone but yourself.

21. Complaints

In the unlikely event that you have a complaint about the villa or its contents whilst on holiday, it must be reported immediately to Sunny Beach Villa or its representatives who will take reasonable steps to resolve the matter on behalf and in liaison with the owner of the property. Neither Sunny Beach Villa or their representatives shall have any liability for any complaint submitted after the completion of the hire period.

22. Building Work

In the event of building works taking place by local authorities, private developers or neighbours, it is important to note that we are not responsible for such work, are unable to stop such work taking place or unable to control the level of noise, neither can we be responsible for any building works that take place during a holiday.

23. Force Majeur

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by 'force majeure'. In these Terms and Conditions of Hire, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with due care, foresee or avoid. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial disputes, natural disasters, fire, acts of God, terrorist activities, quarantine, epidemics, weather conditions, government action or other events outside our control.

24. Insurance

The villa hire cost does not include any personal insurance cover of any kind. It is a condition of booking that insurance is taken out against cancellation and it is strongly recommended that personal accident and medical insurance is also taken out.