

IMPORTANT INFORMATION

THE BEST VILLAS POLLENZA AT YOUR SERVICE.

The best villas pollensa's motto is to provide the highest Standard of service without intrusion on your privacy. Our aim is to ensure that you have a thoroughly good holiday therefore, if you should have any queries or you need our help, please do not hesitate to ask us.

WEBSITE ACCURACY:

We always go to great lengths to ensure that the contents of our website are as accurate as possible. If we become aware of any changes that might affect your holiday, we will advise you at the time of booking. If however, changes take place after you have booked, we undertake to advise you of any changes, which would materially affect your holiday, in writing as soon as reasonably possible prior to departure

YOUR VILLA

All our villas are equipped with crockery, cutlery and utensils for the maximum number of people as specified in the description. All villas have gas (bottled) or electric hobs, oven or cooker, refrigerator or fridge/freezer, washing machine. All these items are standard equipment and mentioned in our web-site description.

All villas are provided with bed linen and towels (but not beach towels). Our maid service is excellent and is featured according to house or resort.

Selecting the perfect villa is not always easy and while we have endeavoured to help you with your choice by way of our house star system and information. Whilst we try to be as honest as possible in our web-site and brochure description, these are only our opinions.

Every villa has its own villa book filled with useful information on the villa itself and the local area. The villa book is carefully prepared by us and will tell you everything you need to know from how to change a gas bottle to how to find the nearest beach and much more.

HOW TO REACH THE PROPERTY YOU HAVE BOOKED

After the confirmation of the booking we will send you the directions of how to go from the airport to the property and our office and where you will find the keys and the telephone numbers that are at your disposal in case you have any problems.

If you would like to be driven to your villa you can come to our office in Pollensa after you get to the airport and we will take you there. In case the office is closed you can call our mobile phone and we will go there as soon as possible.

WHAT OUR PRICE INCLUDES:

All our prices contained in the price list are for the rental of the appropriate villa/apartment per week and according to season. Included in this rent are electricity, gas, water, and linen, maid service, welcome hamper, pool maintenance and the services of our staff office.

-Maid service:

5 STAR houses: daily maid service with the exception of Sundays and public holidays

4 STAR houses: three times weekly

3 STAR houses: two times weekly

On discounted holidays maid service will be twice weekly

-Bed linen changed weekly. -Towels two times weekly.

NOT INCLUDED:

Transfers to your villa from the airport and car hire, car hire and holiday insurance.

POOLS, GARDEN AND GENERAL MAINTENANCE

All our properties are maintained by the villa owner or for our staff who have access to the properties. Gardens have to be maintained on a regular basis and it is simply not possible for this to be carried out on "change-over" days.

With regard to pool maintenance, pools are normally checked and cleaned twice a week. However, neither pool nor garden personnel have fixed hours, so it is not possible for us to advise you of the exact date or time of their visit. We ask for your cooperation when our staff visit, as it is imperative to keep the properties well maintained for our clients' enjoyment throughout the year.

OCCUPYING/ VACATING YOUR PROPERTY

Guests are required to vacate their accommodation by 10am on day of departure to facilitate cleaning and servicing prior to the arrival of incoming guests.

Villas may not be available until 2pm on the day of arrival as they have to be thoroughly cleaned and prepared. In most cases however, you may be able to leave your luggage at the property if you have an early arrival, whilst the maid prepares the house for you.

EXTRA BEDS:

An extra bed can sometimes be added to a villa with the owner's permission.

You will not have to pay any extra amount for that
Only those persons named on the booking form shall be allowed to occupy the accommodation and under no circumstance may the maximum number of persons stated in the villa description be exceeded, without prior permission from The Best Villas Pollensa, S.L.

HIGHCHAIRS / COTS

If you require a cot or a highchair please request it at the time of booking in order that we can ensure it is at the villa on your arrival. You will not have to pay any extra amount for that. Cots are provided locally and will differ from those you may use at home.

PERSONAL HEALTH AND SAFETY

If you or any member of your party is an expectant mother or suffers from any serious medical condition, you must check with your doctor about the advisability of travelling abroad.

We take the safety of our customers very seriously. We therefore advise all clients to be extra vigilant and ensure that great care is taken of your property. In the event that you should lose any items of value while on holiday through theft or otherwise, you must report the facts immediately to the local police or other competent authority and obtain a written report. If a report is not obtained it will be difficult for you to pursue any claim through your holiday insurance.

To assist you in the protection of your valuables the majority of our properties have strong boxes fitted. We strongly advise the use of this facility, particularly for cash, credit cards, jewellery, passports, cameras etc.

CHILDREN'S SAFETY

As we know, children are naturally curious, especially when they are on holiday, where there are a lot of areas and things to be explored. Please ensure that children are not left unsupervised at any time during your holiday and be extra careful with balconies, swimming pools, steps, etc.

SUNBEDS

All properties will have sufficient sunbeds for the maximum number of persons listed on the signed booking form and entitled to stay at the property. Due to many breakages the type supplied at the property may differ from the original ones shown in the brochure/website. We accept no responsibility for any such changes.

SATELLITE TV –DVD PLAYERS

All of our villas have satellite TV installed with English and German channels and also DVD player for your added enjoyment.

CAR HIRE

Please, note that a car is required to access the majority of the properties that are being rented through our website. Generally, cars are collected at the airport on arrival and returned at the end of your holiday. Check always the distance to the beach and to the town to be sure if you think you need a car. In case you need more information, do not hesitate to contact us.

If you want us to help you renting a car, contact us. We will be pleased to help you.

INSECT / ANIMALS

Mosquitoes, ants and other insects are endemic in warmer climates, particularly in the country areas. Ant powders are a good repellent, but it also helps to keep crumbs to a minimum. Mosquitoes can be kept at bay by a good repellent, which can be purchased local chemists and supermarkets.

Many of the properties we rent are surrounded by gardens and countryside and field mice and other rodents are therefore common, along with local farm animals. Local dogs and cats sometimes roam around unattended and may cause a disturbance. All these types of aggravations are unfortunately unavoidable. We therefore ask for your patience and understanding should they occur.

TELEPHONES

Unless otherwise stated, telephones are not provided in the properties. Therefore we highly recommend that clients take mobile phones in case of an emergency.

PASSPORTS

It is your responsibility to ensure you have a valid passport and visa (if applicable) and any other papers you may need to travel.

LONG STAY HOLIDAYS:

All our holidays are available in multiples of one week's duration. Whilst the majority of our clients stay for one or two weeks, we are happy to make available holiday durations of 3 and 4 weeks or longer on request.

BOOKING CONDITIONS

Our aim of these booking conditions is to explain your obligations as a customer and what you will receive in return.

1- YOUR HOLIDAY CONTRACT:

Your contract is with The Best Villas Pollensa, S.L.

When you make a booking, you confirm that you have the authority to accept, and do accept, on behalf of all your named party these Terms and Booking Conditions.

You must be at least 18 years old to make a booking with us. Your contract with The Best Villas Pollensa, S.L. is made once the booking form has been confirmed, by email or signed by fax, showing all requested details for all persons included in your party.

Your contract with us will be governed by Spanish Law and is subjected to the jurisdiction of the Spanish Courts at all times.

2- YOUR HOLIDAY PRICE:

All our prices are per villa per week and not per person.

Website prices are "live" and supersede/cancel all previous website prices. The prices are subject to fluctuation and may go up/down. The price you see on your day booking is the price you have to pay.

Payment method:

When you make your booking you must pay 25% of the total booking rental. The outstanding amount must be paid 30 days before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your booking, if the balance is not paid in time we shall retain your deposit.

3- IF YOU CHANGE YOUR BOOKING:

If, after our confirmation booking has been issued, you wish to change your booking arrangements in any way, for example your chosen departure date or accommodation, any possible changes made are subject to availability and we will do our utmost to make these changes, but it may not always be possible. All request for changes must be made in writing for the person who made the booking.

If you wish to change within 8 weeks of your departure date this will be treated as a cancellation of the original booking and you will have to pay the applicable cancellation charges set out in Clause 4 below.

4- IF YOU CANCEL YOUR BOOKING:

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking must be received at our office. Since we incur administrative costs in cancelling your booking, you have to pay the applicable cancellation charges up to the maximum shown below.

If the reason of your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

Period before departure shown within which written cancellation is received	Amount of cancellation charge as a percentage of the price for the travel arrangements
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More 30 days before departure	Loss of Deposit
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22-29 days before departure	60%
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21-15 days before departure	75%
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Less 14 days before departure	100%
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5- IF WE CHANGE YOUR BOOKING

It is unlikely that we will have to make any changes to your villa accommodation, but we do plan the arrangements many months in advance. Occasionally changes may be made and we reserve the right to do so at any time. Most of these changes are minor and we will advise you at the earliest possible date.

If a major change becomes necessary, we will inform you as soon as reasonably possible if there is time before your departure.

When a major change occurs (such as a change of resort or a reduction in the standard of your accommodation), you will have the choice of either accepting the change, accepting an offer of alternative accommodation from us, if available, or cancelling your booking and receiving a full refund of all monies paid. In all cases, except where the change arises due to reasons of force majeure, we will pay compensation as detailed.

Period before departure within which a major change is notified to you or your travel agent	Compensation per person (Excluding infants)
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42 days or more	NIL
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28-41 days	£10
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15-27 days	£20
14 days or less	£30

FORCE MAJEURE:

Compensation will not be payable if we are forced to cancel or change your booking in any way for reasons of war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire, adverse weather conditions or other circumstances amounting to force majeure.

6- IF WE CANCEL YOUR BOOKING

We reserve the right in any circumstances to cancel your booking. However, we will not cancel your booking less than 4 weeks before your departure date, except for reasons of force majeure (see Clause 5) or failure by you to pay the final balance. If we are unable to provide the booked accommodation, you can either have a refund of all monies paid or accept an offer of alternative booking of comparable standard from us, if available. If it is necessary to cancel your booking, compensation will be payable in accordance with Clause 5.

Cars, flights, and others not booked with The Best Villas Pollensa, S.L. are not subject to any refund by The Best Villas Pollensa, S.L.

IF YOU HAVE A COMPLAINT

If you have a complaint or any other problems during your holiday, please come to our office or call to the following phone numbers: (0034) 971 53 49 31 (from Monday to Saturday, except Bank Holidays and Sundays, between 09:00 and 13:00, and between 16:00 and 20:00). In case of extreme emergency outside these hours, please call: (0034) 605 98 84 72 (mobile telephone).

Only those complaints done during your holiday will be accepted. In case of technical problems (such as lack of water), we will send our technicians or any other authorised people, in order to arrange the problem. Please, note that the fact that you can reach us by phone 24 hours a day does not mean that we have a 24 hours service. Those problems that cannot be considered as emergencies will be solved as soon as possible, but they may not be solved immediately.

PROPERTY DESCRIPTION.

Descriptions and information on the website are personally written by a member of staff who has visited the property, and they are made in good faith. It is possible that changes in facilities may occur without our knowledge. In this event we will endeavour to inform you of any changes, once known, but cannot be held responsible for any inaccuracies which are beyond our control. Interruptions of water and electricity supply might occur in some areas, and we cannot be held responsible for these supplies or any other lack of facility beyond our reasonable control. In no circumstances can the maximum number of persons stated in the website be exceeded.