



THE PRIVATE WORLD
VILLAS & HOMES

VILLA KEILA – TERMS & CONDITIONS

Revised November 2018

Villa rates are quoted in USD, subject to 10% government tax and 5.5% service charge

Rental Inclusion: Stay for up to 10 guests, daily continental breakfast, housekeeping and free Wi-Fi

50% deposit to secure booking

Balance due 45-days prior to arrival

Check-in time 2pm, Check-out time 12pm

We can offer to store baggage until airport departure time. A late check-out can be arranged (only if available) otherwise in order to secure it, half-a-day rate applies for checkout by 6pm, and beyond that, a full day rate.

NOISE

Guests are to show consideration for the neighbours and maintain noise to a reasonable level, in particular between 10pm to 8am. Excessive noise will not be tolerated and may result in eviction.

PETS

No pets are allowed into either property except if approved by the owner prior to the rental commencing.

MAINTENANCE

Whilst every effort is made to have everything in full working order for your holiday, unforeseen issues can sometimes arise such as air-conditioners breaking down or appliances becoming faulty. If this occurs during your stay, please notify us on the contact details supplied to you at check in time so we can try to resolve it quickly and as efficiently as possible. Sometimes getting a tradesperson to attend immediately or on a weekend is very difficult. Your patience is appreciated until we have the issue resolved. Unless a situation is dangerous, no refund will be given for unforeseen faults. For reasons of safety, we reserve the right to enter the property to repair any fault.

PERSONAL ITEMS

All personal belongings, baggage, vehicles and other property of the guests of any description shall be the risk of the guest at all times and the owner does not accept any responsibility for any loss or damage thereto. Safe deposit boxes are provided in each bedroom.

BREAKAGES & DAMAGES

We appreciate that the property will be returned to us in the condition presented on arrival. Any excessive cleaning required will incur additional charges. Breakages and/or damage not caused by normal wear and tear will be billed to your credit card upon departure. Please note that it is not our intention to charge for the replacement of minor amounts of crockery or glassware that has been accidentally broken.



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INJURY OR DEATH

The guests agree that any injury or death that occurs at the property during their stay is their own responsibility unless caused by a direct act of negligence by the owner or staff and further that they have warranted that the property is suitable for their own particular accommodation needs.

ACCEPTANCE OF THESE TERMS

Upon arrival you will be asked to verify that you have understood and agree to be bound by these Terms and Conditions by signing an acceptance form.