

Booking terms and conditions

**Your contract is with L and D Aphrodite Lettings Ltd trading as aphroditerentals.com
13 Agapinoros Avenue, Aphrodite Hills, Kouklia, 8509 Paphos, Cyprus
Telephone : +357 26 956 077, Email : reservations@aphroditerentals.com**

1. Your holiday contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. Your contract with aphroditerentals.com is not made until a confirmation invoice is issued to you by our reservations manager, you should pay attention to this when making bookings via the 'Book Now' option on our website.

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

2. Paying for your accommodation

On making your booking a deposit of 20% of the total price must be paid within five days. The balance of your booking must be paid at least **eight weeks prior to your arrival date**. For bookings made **within eight weeks of the arrival date, you must pay the full amount when you book**. It is your responsibility to ensure that the payment is made and received by us. If the payment is not received by us within eight weeks before your arrival your reservation **may be cancelled, and your deposit forfeited**.

NB: For bookings made during periods of travel that are considered a period of uncertainty due to potential travel restrictions caused by Covid-19, we shall extend flexibility of balance due date to 4 weeks prior to arrival. Such exceptions will be agreed, in writing, by our reservations team.

Payment may be made by;

Bank transfer to UK bank account

Our bank details are TransferWise, 56 Shoreditch High Street, London, E1 6JJ, United Kingdom, the account name is L&D Aphrodite Lettings LTD, the sort code is 23-14-70 and the account number is 40896894. **Please quote name and reservation number as your reference or your payment may not be recognised.** *Local bank charges may apply.*

Credit or Debit card

Via our secure online payment platform via the link on our booking confirmation, or via telephone (*telephone payments are taken in EUR thus local bank charges may apply*). **Please quote reservation number as your reference.**

Bank transfer to Cyprus bank account

Our bank details are Bank of Cyprus, Paphos Main Branch, Paphos, Cyprus IBAN CY84 0020 0195 0000 3570 1395 6729, BIC (Swift Code) BCYPCY2N. **Please quote name and reservation number as your reference or your payment may not be recognised.** *Local bank charges may apply.*

All payments will be acknowledged within two days of receipt.

Our property rental prices are offered on the basis that **you will be making your own holiday insurance and travel arrangements.**

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3. Your accommodation price

The prices contained in our website are accurate at the time of loading. We reserve the right to change prices during the holiday season, depending on the availability of places. Once you have booked your holiday, the price will not change.

The price of the accommodation includes cleaning before your stay. If you are staying for more than eight nights, one additional mid-stay clean and linen change will be scheduled for each additional week or part week you stay. You will be notified of the date of the clean and **if for any reason the property is not available for cleaning the clean will be cancelled**. Your mid-stay clean will include: strip and make-up of beds, linen change (including towels), general kitchen tidy, bathroom clean and removal of rubbish.

4. If you change your booking

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

5. If you cancel your booking

Should you wish to cancel your booking, written notification must be received from the name on our confirmation invoice as soon as possible. The following charges will apply from the date on which written notification is received by aphroditerentals.com to compensate aphroditerentals.com and the owners for their estimated losses and expenses.

More than 8 weeks prior to departure – deposit

More than 4 weeks prior to departure - 50% of the cost of your accommodation

Less than 4 weeks prior to departure - 100% of the cost of your accommodation

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

6. If we change or cancel your accommodation

It is highly unlikely that we will have to make any changes to your booking. We do, however, start planning arrangements many months in advance and we may have to correct errors and other details on the website both before and after bookings have been confirmed. In the event of minor alterations, we will do our best to notify you before you travel. If a significant change or cancellation has to be made to your accommodation arrangements, we will notify you as soon as possible. You may then;

- a) accept the changed arrangements;
- b) take alternative accommodation subject to availability. If the alternative is of a lower price than that originally booked the difference (if already paid by you) will be refunded. If the alternative is more expensive you will have to pay the difference; or
- c) cancel your booking completely, in which case we will refund you all monies paid by you. In addition aphroditerentals.com will pay compensation as follows:

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More than 8 weeks prior to departure £50

More than 4 weeks prior to departure £100

Less than 4 weeks prior to departure £200

IMPORTANT NOTE: Compensation arrangements do not apply to circumstances beyond our control. We can cancel your accommodation in the following circumstances: war, threat of war, riots, civil strikes or terrorist activity, industrial disputes, natural or other disasters, fire, flood, airport closures, bad weather conditions, electrical failures, water failures, sale of property and similar events beyond our control.

7. Arrival, Damage Deposit, Defects in the Property and Departure

Notification of your flight details (arrival airport, flight number and arrival time) is **vital** as it enables us to schedule the preparations, meet you, escort you to the property, show you how the various facilities work at the property and provide keys. Failure to provide this information may result in waiting time before someone can be allocated to meet you.

If you are arriving on an overnight flight (i.e. after midnight and before 10 am), the arrival date will be deemed as the day before your actual arrival.

You will not normally be granted access to the Property until 4:00pm on the incoming changeover and you will normally be required to vacate the Property by 10:00am on the outgoing changeover. Your specific attention is drawn to these times to enable proper cleaning and preparation of the Property.

Instead of a damage deposit, accidental damage to the property or its contents is covered by our **Accidental Damage Protection Policy**. The Accidental Damage Protection charge is added to the cost of your property rental (price determined by property size) which is due with your rental balance.

This non-refundable charge will cover you for any accidental damages that occur during your stay in the property. It covers any non-intentional breakages, accidental damage to the property, reported and confirmed by you, for accidental damage during your stay up to the value of 250 euros per booking. Any accidental damage or breakages must be reported while you are in occupancy of the property. The charges are as follows:

- 1 and 2 bedroom apartments: £18.00* per booking
- 2 bedroom villas: £24.00* per booking
- 3 bedroom apartments and villas: £30.00* per booking
- 4, 5 and 6 bedroom villas: £54.00* per booking

*(*or the euro equivalent)*

The ADP excludes negligence, theft and vandalism. For any damage to the property or its contents that exceeds the value of 250 euros, we reserve the right to invoice you (either directly or through our agents) for immediate payment.

ADP is not insurance. ADP is a non-refundable, one-time charge per person which covers accidental damage as long as you report it promptly and comply fully with the terms of this Agreement. L&D Aphrodite Lettings Ltd reserve the right to determine whether or not damages are covered by ADP.

If you fail to bring to our attention any damage you find at the Property within 24 hours of your arrival, it will be assumed that you were responsible for such damage.

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You are expected to use the facilities at the Property with care and are requested to report to us any accidental damage to the Property at the time. We ask that on departure you leave the Property in a clean and reasonable manner. We ask that prior to departure **you strip all beds of bed linen, place all towels and bed linen in the kitchen area ready for washing and clean the oven and BBQ.**

We will inspect the property within 48 hours of your departure to inspect for loss, damage or being left in an unacceptable condition during your stay. Should you or any member of your party be responsible for any breakages, loss or damage of any item of the property or additional cleaning has been necessary, the cost will be subtracted from your damage deposit.

One complete set of keys to the Property will be supplied to you on arrival. A charge of €30.00 will be made for each set of keys not returned to us complete at the end of your stay. If you lock yourself out of the property, we will have a spare set of keys to allow you back in, **you will be charged €30 for this service.** If you lock your keys in the lock inside the property and we cannot gain access it will be necessary to call out a locksmith, **this will cost in the region of €130 and this must be paid by you.**

8. Security of the property

The resort is protected and patrolled by the resort security team and, as such, property incursions are very rare. You are reminded however that security of the property is your concern. You must take all steps to ensure that all access doors to the property are locked, windows closed, and burglar alarms (if installed) enabled when away from the property.

Failure to do this may result in any insurance claim you make being rejected and your damage deposit being withheld.

9. Electricity Units

A Kw/h reading will be made upon your arrival and departure and details will be available within your property. The maximum limit of consumption per week is as follows: 1 bedroom properties: 300KWH, 2 bedroom properties: 400KWH, 3 bedroom properties: 500KWH, 4 bedroom properties: 600KWH, 5 bedroom properties: 700KWH, 6 bedroom properties: 800KWH. Each KWH hour used above this limit will be charged at 45 euro cents. In the event of excess usage, the guest consents to paying for the excessive consumption. With considerate usage, it is rare to exceed the electricity allowance, however the limitations are in place to ensure that our guests are conscious of their usage and consider the environmental impact of excessive electricity consumption.

10. Your accommodation

This is reserved exclusively for the number of people given on our website (2 persons per bedroom) and **no other persons are permitted to stay at the accommodation** unless this has been agreed with us in writing and appropriate payments made (if applicable).

At all times during your stay, you are expected to have consideration for your neighbours and other third parties. **If you are planning a party or any other function likely to cause disturbance to others it is your responsibility to contact the neighbours and advise them. Please note local laws dictate a midnight curfew for unlicensed music and entertainment in the area.** If, in the opinion of ourselves, the local representative, accommodation owner or other person in authority you are, or appear to be, behaving in such a way to cause danger or damage to the property or distress or offence to staff or other persons, we may terminate your accommodation arrangements. In this event we will have no further liability to you and will not be responsible for any expenses you incur, any refund or any compensation. In addition you will be responsible for any additional expenses we may incur as a result of your behaviour.

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11. Swimming pool heating

A standard pool heating cost will be charged at the time of booking. We reserve the right to charge a fuel surcharge according to the latest EAC (Electricity Authority of Cyprus) rates and charges due to the fluctuations in electricity and fuel prices. You will be notified of the surcharge no later than 14 days prior to arrival, if applicable. The standard pool heating is payable at the time of booking and any surcharge, if applicable, will be required to be paid in full 7 days prior to arrival in order for us to switch the pool heating on in time for arrival. If a surcharge is applicable and you do not wish to continue with pool heating then this can be removed from your booking any time before 7 days prior to arrival, and a full refund will be provided.

We strive to ensure that the pool temperature will be at least 5°C above the ambient temperature on arrival. This cannot always be achieved due to poor weather conditions, equipment failure or failure by you to use the pool cover overnight. If the pool temperature is not met on any particular day or days and the pool cover has been used, then you will be entitled to a pro rata refund of the weekly pool heating charge.

12. Special Requests

If you have a special request that does not form part of the arrangements described on our website please inform us in writing. We will do our best to comply but cannot guarantee to do so and it will not form part of our contracted obligations. Special requests made after your booking date must be confirmed in writing within seven days of the request. We will make every effort to accommodate your request and inform the relevant individuals concerned. However we cannot guarantee that special requests will be met.

13. Holiday insurance

Adequate insurance is essential. It is the responsibility of the person named on our confirmation invoice to ensure that all members of the party are fully insured. Special attention should be given to cancellation in the event of illness, pregnancy or any other event as your deposit will be retained in all circumstances.

14. Our liability to you

We accept responsibility for ensuring that the accommodation which you book with us is supplied as described in our website. If any aspects of your stay are not provided as promised, we will pay you appropriate compensation if this has affected the enjoyment of your stay.

We accept responsibility for the acts and/or omissions of our employees and suppliers except where they lead to death, injury or illness. Our liability in all cases shall be limited to a maximum of twice the costs of your accommodation.

We will not accept responsibility for any of the following circumstances

- a) war, threat of war, riots, civil strikes or terrorist activity, industrial disputes, natural or other disasters, fire, flood, airport closures, bad weather conditions, electrical failures, water failures, sale of property and similar events beyond our control.
- b) if you or any member of your party is at fault,
- c) if the fault is of someone else not connected with providing the services which make up the accommodation which we have confirmed to you,
- d) any unusual or unexpected circumstances beyond our control which we could not have avoided even if we had used all

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possible care,

e) any event which we or the supplier could not help or prevent.

15. If you have a complaint

If you have cause for complaint whilst on holiday, this must be brought **immediately** to the attention of the aphroditerentals.com management so that action can be taken to rectify the problem. Should the management be unable to resolve the matter, details of the complaint **must** be notified to aphroditerentals.com in writing within 28 days of the end of your holiday, **we will not consider any claims received outside this period.**

16. Passports, visas and health certificates etc

Various requirements as to documentation differ from country to country and from time to time. You are advised to make your own enquiries and to be responsible for ensuring that you have all the correct documentation for Cyprus and any other countries you may wish to visit during your stay. **DOUBLE CHECK THAT YOUR PASSPORT IS IN ORDER AND IS VALID FOR AT LEAST SIX MONTHS FROM YOUR RETURN DATE!**

17. Data Protection Policy

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, home telephone number, mobile telephone number, any special needs etc.

It is a Cyprus government legal requirement for you to provide us with your name, home address, home telephone number and mobile telephone number.

We take full responsibility for ensuring that proper security measures are in place to protect your information.

The information may be provided to public authorities such as customs/immigration if required by them, or as required by law. We will not pass any information onto any person not responsible for part of your holiday arrangements.

This applies to any sensitive information that you give to us such as details of disabilities etc. If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making your booking, you consent to this information being passed on to anyone who needs that information in order to ensure that your accommodation is suitable for your needs. In addition, your details will be added to our communications database so that we can let you know about offers and news relating to our company. You will have the option to unsubscribe from this communication at any time, or manage what data we keep, some of which has to legally be kept and so can not be removed once a booking is made until that legal obligation has been met by the Company.

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