

# Almost Paradise **Terms & Conditions**

## Terms of Payment

In order to secure your booking, we must first receive a 40% deposit payment in advance. Provisional booking without deposits cannot be taken, sorry. The full balance will be taken if the booking is less than 1 month away. The balance is due 28 days before your arrival and will be automatically debited from your card that you paid the deposit with. If you wish to pay with a different card before the balance is due, you must contact the office 6 weeks before and notify us of the new card details. Refunds to credit card charges can not be made once they have been processed.

## Arrival arrangements

The properties are available from 3.00 pm on the day of arrival. Keys can be obtained.....{Put in here information about how they can obtain the keys}... from 3.00pm till 5.30pm. Please call when you are 30 minutes away. Sometimes it can be possible to leave keys at a predetermined spot by prior arrangement only.

## Departure & Key Return arrangements

The properties must be vacated by 10:30 am to allow time for them to be prepared for the next guests. On departure, please lock up, set the alarm and put the keys {some verbiage on how you would like the keys returned}. If you fail to return your keys and we have to have replacement keys cut, there will be a charge of \$10.00 per key, which will be deducted from your credit card or from your damage deposit if paying by check or cash. Please note, if you book for just 2 nights check out is 10:30am on your day of departure. If you wish to check out later please make sure you book for 3 nights, the cost is the same.

## Damage/cleaning deposit

The properties are decorated and furnished to a good standard and are cleaned thoroughly before each guest arrives. We therefore hold a damage/cleaning deposit of \$200 against the possibility of any damage or breakages in the property or to cover for any excess cleaning costs if the property is not left clean

and tidy (for example, dirty or stained carpets or furnishings, washing-up left undone etc.). The deposit will be returned in full, providing the property has been left clean and tidy and there is no damage, as soon as possible after the property has been inspected usually 1 week later. In the case of payment by cheque, we require the damage deposit to be paid along with the full or balancing payment. Your credit or debit card will be charged if there is any need to for damages incurred.

## Cancellation

The 40% deposit is non-refundable. If cancellation is received after the balance or full payment has been made, we reserve the right to retain the payment in full. If you have to cancel or cut short your stay, you could be liable for the total cost of the booking.