



PRIMROSE
REAL ESTATE

Holiday Rentals Terms and Conditions

At Primrose Real Estate we provide the highest level of customer service possible. We have put a lot of due care and thought into these Terms and Conditions and therefore we like to ask you to please read them carefully before booking.

Booking a holiday with Primrose Real Estate

By booking accommodation with Primrose Real Estate you are accepting our Terms and Conditions. Bookings are made by email or over the phone any day of the week and you will always receive written confirmation by email. Read through the confirmation carefully and if any of your details are incorrect, notify Primrose Real Estate immediately. If you are unhappy with our Terms and Conditions, you have 7 days to notify Primrose Real Estate to get a full refund.

Rates

All Rental Rates and prices advertised are current and correct at the time of publication. Primrose Real Estate reserves the right to change or modify the price of any of their products or services at any time.

Once a booking has been confirmed, the agreed price cannot be changed. All prices stated and payable are in Euros.

Paying for your holiday

A deposit of 20% of the accommodation price has to be made to finalize any booking. This can be paid by bank transfer or Paypal and the balance is paid upon arrival, always in Euros. This amount is non-refundable in any circumstances whether the holiday is cancelled by you or not. Without this payment, Primrose Real Estate cannot confirm any bookings and cannot reserve the requested dates for the chosen accommodation. We have a strict 'first come, first served' policy and try to be as fair as possible to all our clients but we are obliged to not entertain any arguments nor is this a reason for compensation or similar.

Damage deposit

Upon arrival you will be asked to pay a fully refundable Damage Deposit of 150€, which will be refunded once the property has been checked by our staff and approved after you vacate the property. Primrose Real Estate has 7 working days

from the last day of your holiday to refund this money to you by bank transfer or Paypal.

The Damage Deposit will be used if there is severe damage done to the property or its contents during your stay, excessive cleaning or laundry required, loss or damage to any keys or gate entry devices or damage to the resort facilities.

If Primrose Real Estate decides not to refund the Damage Deposit fully, you will be notified by email with a full explanation and photographic evidence to support this.

Meet and Greet

A representative of Primrose Real Estate will meet you in person upon arrival to the accommodation. To ensure a smooth arrival and to avoid delays, the holiday maker has to follow a few simple steps to help us satisfy our and your needs. When you book your holiday you will advise Primrose Real Estate of your anticipated flight details both inbound and outbound. When you have confirmed flights, it is your responsibility to inform Primrose Real Estate, and in any case to inform in advance of any flight changes made by the airline or yourselves. When you have landed at the airport of choice, you will notify Primrose Real Estate by SMS or WhatsApp to +34 661 193 789 in order for Primrose Real Estate to make the necessary arrangements to meet you at the agreed location. If for whatever reason, you have difficulty in your trip, hire car problem, getting lost or the like, you shall further send a SMS, WhatsApp or telephone call. You must appreciate that our representative's time is valuable and they may have other people to meet.

Holiday Insurance

It is your responsibility to obtain Holiday or Travel Insurance. Please note that some of our properties do NOT have a private safe facility which may affect your insurance policy. If the safe in a property is not working correctly, Primrose Real Estate does not accept responsibility for any items in the property nor any impact this has on potential insurance claims. If there appears to be a problem with the safe then you must notify Primrose Real Estate so we can take the necessary steps to get it fixed. Neither the property owner nor Primrose Real Estate is responsible for any lost, stolen or damaged items owned by the guest during their stay within the property for any reason.

Changes to an existing booking

If you are not able to attend to an existing booking, you are able to transfer your booking to another person providing they meet the following requirements.

1. Primrose Real Estate must be notified in writing of the circumstances and the request to alter the booking name.

2. The person to whom you are transferring the booking to must inform Primrose Real Estate of their contact details for which they need to read and accept our Terms and Conditions.
3. You will still be responsible for any payments, should the other person fail to pay.
4. You cannot transfer a booking if Primrose Real Estate hasn't been notified or if the above is not met.

Cancellation to your Holiday

In the unfortunate event of you being forced to cancel your holiday, in full or in part, you must inform Primrose Real Estate immediately by telephone and confirm the cancellation in writing to rentals@primrose-realestate.com. The person who made the booking is responsible for the total cancellation charges of the booking. A cancellation will only be accepted from the person originally making the booking. The cancellation will take effect from the date that Primrose Real Estate receives the written cancellation notice. In booking a holiday with us you are accepting Primrose Real Estate's cancellation policy and are agreeing to pay the charges below if a cancellation is made for any reason.

- From the date the booking is confirmed: 20% of the total price of the holiday.
- 45 - 0 days before your arrival date: 100% of the total price of the holiday

If we cancel your holiday

Our aim is to provide your holiday as booked. However we reserve the right to cancel your holiday in any circumstances. If we cancel your holiday you may either receive a full refund of the value of your accommodation or accept an alternative property within our portfolio, only if one is available. Additional payments may be required if the alternative property is of a higher rental value and in the case of the alternative accommodation being a lower rental value, Primrose Real Estate will refund the difference. Primrose Real Estate will always inform you as soon as possible of any unforeseen changes to your reservation. Compensation will not be made or liability accepted if we are forced to cancel your holiday for any reason.

Our responsibility for your Holiday

We will arrange for you to receive the services that you have booked and that have been confirmed by Primrose Real Estate. These services will be provided either directly by us or by independent suppliers contracted by us. In the event that part of your holiday services are provided by independent suppliers, Primrose Real Estate holds no responsibility for their services or standards. Any complaints will be forwarded to these independent companies and will be dealt with according to their terms and conditions. Primrose Real Estate wishes to

emphasise that we have taken reasonable care to ensure that all the services advertised by us are provided by efficient and reputable businesses.

Personal Injury

Personal injury to any person or persons attending or occupying the property or at any time throughout your holiday is the sole responsibility of the person who booked the holiday and they indemnify Primrose Real Estate or the property owner against all liabilities. Primrose Real Estate is not responsible for the communal areas and facilities to which your accommodation may belong and as such all members of the booking group indemnify Primrose Real Estate and the property owner against any liabilities for any communal area or facility.

If you have a complaint

If you have a complaint about any part of your holiday, please inform a Primrose Real Estate representative immediately. They have the power to fully deal with any complaint or pass on the complaint to the independent suppliers for it to be dealt with in the quickest way possible.

Primrose Real Estate accepts no responsibility for events beyond our control*.

Holiday Participation

We reserve the right to refuse to accept you as a customer or to continue dealing with you if your behaviour is disruptive or affects other holidaymakers, residents or any members of the community to which your accommodation belongs, or to any Primrose Real Estate representative either in writing or in person. In such circumstances no refunds or compensation will be made to you.

Your accommodation

The accommodation you have booked can only be used by those people named on your booking confirmation. No other persons are allowed to stay or let the accommodation under any circumstances. You are responsible for basic security measures in the property. Primrose Real Estate will take every precaution to ensure that all electrical systems and any appliances are maintained but hold no responsibility for any accidents that may occur in the property or grounds. Defects of any items must be reported immediately to a Primrose Real Estate representative. In the unusual event that an appliance, service or facility in the property cease to function correctly it must be immediately reported to Primrose Real Estate. We will do our utmost to repair the fault at the earliest opportunity but guests must understand that if new parts are required the fault will take longer to repair. We cannot guarantee that the item will be repaired or a replacement purchased within the duration of your holiday dates. In this very unlikely event, Primrose Real Estate will not pay compensation to the client as it is

an unforeseen circumstance. Nor will compensation be paid for any damage to personal items or foodstuffs in the property under these circumstances.

Your responsibilities

Throughout your holiday you are responsible for the property and its contents of which you have booked and you are required to take care of it and its contents and enforce any security procedures such as closing shutters, windows and locking the door when vacating the property throughout your stay. All appliances and property facilities must be used for the correct purpose. You and any members of the group or any third parties attending the property are required to look after the property and adhere to the rules of the community to which the property may belong.

What happens if you are locked out?

If you have accidentally been locked out of the property and require a spare set of keys from Primrose Real Estate during office hours, simply notify us immediately and you are responsible for collecting and returning the keys within 1 hour from the time of collecting them. No charge is applied unless you contact us outside office hours, in that case a call out fee of 50€ will be charged.

Our office hours are Monday to Friday 10AM to 6PM and Saturdays 10AM to 2PM.

If a locksmith is required to access the property, for example in the event of leaving keys on the inside of the door which will prevent you from opening the door from the outside, or in the event of having lost a set of keys, you are fully responsible for the locksmith's charges and must pay the locksmith directly for all costs involved including any damage to or replacement of the lock or door in the event of gaining entry to the property or to enforce security measures. Locksmiths are not employed by Primrose Real Estate and we are therefore not responsible for their callout time, service or charges.

Final Departure of the property

Upon final departure of the property you are expected to leave it in a reasonably clean manner and you may be charged if the property is vacated in an unclean manner. The property must be vacated and all keys and remote control entry devices issued to you must be returned in good working order between 10AM and 12AM to Primrose Real Estate on your day of departure.

***Events beyond our control**

Events beyond our control include: war, threats of war, riots, civil disturbances, terrorist activity, industrial disputes, natural or nuclear disasters, fire, epidemics, health risks, technical problems with transport including airports, shipping ports, motorway closures, severe weather conditions, water or electricity cuts or any other similar events. We are also not responsible for the condition, function or safety standards of communal facilities of the community to which your property may belong. We would draw your attention to the fact that although we are sympathetic to instances of unforeseen building work or construction which may occur in the vicinity of your holiday, these instances are completely out of our control. We will try our best to assist you in these circumstances but they are beyond our control and we cannot accept liability.

Feedback

At Primrose Real Estate, we pride ourselves on providing the best service for our clients. The above Terms and Conditions may appear strict, but they are necessary to protect our reputation with the property owners and communities in which we have properties. Furthermore, they do help us in providing you, our clients, with the service that your custom merits.

We sincerely, seek any feedback from our clients which may help us improve our service.

We also ask, that if you are happy with our service, that you pass on our details to your family and friends and we would also welcome any references that we can publish on our website/facebook pages.