

Villa Renee – terms and conditions

General short-term rental agreement

We highly recommend that you read, and observe the terms and conditions of the rental carefully, as well as the terms and the conditions for booking and payment. If you do not observe the terms and the conditions, you may lose your right to the rental property, without being released from your obligation to pay. The tenant declares, that he/she has read and understood the current terms and conditions of the rental agreement when paying the booking amount.

1. Number of guests

The holiday home must not be occupied by more people than the number stated on the website (ten in the villa or four in the apartment) and agreed with the property manager.

2. Arrival and departure time at the holiday home

The check-in time on the arrival date is 15:00 local time and the check-out time at departure date is 11:00 local time. No refund of rental can be given for delayed arrival or early departure and no responsibility can be accepted if the holiday home is not available due to incorrect flight/arrival details.

3. Cleaning, towels and linen

Cleaning the property, and changing bed linen and bath towels is done on a weekly basis. If tenants require additional cleaning, this can be arranged at an additional cost. Towels and bed linen are provided, but we do not provide beach or pool-side towels. If towels or bed linen are not returned in an acceptable condition, this will result in the loss of some or all of your security deposit.

4. Transfers

Transfers can be arranged from and to airports in Bulgaria. The cost of this is not included in the standard rental cost. It is the tenant's

responsibility to provide full and correct flight information, so that a proper transfer to be arranged.

5. Rental prices

Rental prices are fixed at the time of booking and can't be changed once the booking deposit has been received. Prices are quoted in GBP.

6. Confirmation of your booking

Villa Renee will confirm your booking by e-mailing you the exact dates of arrival and departure, the total rental rate of the property, the payment information for securing the booking, the balance amount and the possible ways of payment, specifying as well the expiry date of the provisional booking. The provisional booking is valid for five working days; during this period, Villa Renee does not have the right to offer the property and the weeks of your vacation to any other clients. After receiving the booking payment, your provisional reservation is confirmed and within 24 hours you will receive by email the booking receipt with complete information for your stay, the rental price and contact details of the Property Manager. It is essential that you check all details shown on your booking receipt for accuracy as this forms the basis of your holiday rental. After the expiry date of the provisional booking, if Villa Renee does not have the payment confirmation for the booking amount, we reserve the right to offer the property to any other potential clients, without notification.

7. Paying the balance

The balance for the stay must be paid at least four weeks prior to your arrival date or – with the explicit confirmation from Villa Renee – can be paid in cash on arrival. If the balance is not paid in time we reserve the right to cancel these arrangements and apply the cancellation charges set out in paragraph 9. We will not send any notifications for payment of the balance.

8. Paying the damage deposit

A damage deposit of £100 (apartment) or £200 (villa) is, which is payable with the booking deposit or on arrival date when the key is collected. The damage deposit can be doubled when the holiday home is rented to youth groups (people under 25 years), single-sex bookings and in connection with Christmas and New Year rentals. It is fully refundable after or on your departure, in the case that no

damages are made to the property during the stay. Damages include not leaving the property in similar condition to that in which it was found. Any additional costs incurred by the owners for bringing the property in a presentable condition will be deducted from the guests' damage deposit.

9. Cancellations, alterations and amendments – made by the rental clients

If you wish to change any of the rental arrangements, we will do our utmost to accommodate the changes provided they are received in writing or by e-mail from the contact person of the group. The following alterations can be made without penalties: change of the number of the tenants, names, arrival and departure times, prolonging the stay, if possible.

If you want to change the dates, making the stay shorter than the agreed length of time, or you wish to change the property you have booked, we reserve the right to treat this as a cancellation and impose the relevant cancellation charges. Alterations cannot be made within four weeks prior to the arrival date and any such request for an alteration will be treated as a cancellation of the original booking and will be subject to the cancellation charges.

The contact person of the group may cancel the booking at any time in writing only. Cancellation takes effect from the date we receive your letter or e-mail. If you have to cancel your booking, we would apply the following scale of cancellation charges to the rental amount:

- more than 42 days prior to arrival – 100 % of the booking deposit only
- 41 to 15 days – 70% of the total rental rate
- 14 days to the arrival date or later – 100% of the total rental rate.

10. Responsibilities of the tenants

In accepting the property keys, the tenants undertake to be responsible on behalf of the owners to take care of the property, to observe the property rules (please check property rules below) and the public peace policy in Bulgaria. If in the opinion of any person in authority – such as accommodation owners or management, rental company, our local representative or other agent or supplier – you appear likely to cause a disturbance to others or damage to property, we may terminate your holiday arrangements. We will not be liable to

make alternative arrangements for other accommodation, to cover any costs which you may incur or to make any refunds.

11. Responsibilities of the rental agency and the owners

It is the responsibility of the tenant to inform Villa Renee immediately of any fault, after becoming aware of it. The tenant is obliged to give the owner or the owner's representative reasonable time to correct and/or repair the fault. Villa Renee cannot be held responsible if the tenant leaves the property without informing the owner or the owner's representative of any fault and/or without giving the reasonable time to repair the fault.

Villa Renee is not liable for any changes which do not affect the holiday home directly, e.g. fishing rights, swimming possibilities at the beach, closing roads, shops, bus stops, restaurants, public facilities, etc.

Villa Renee is not liable for changes of the weather conditions, which may reduce the enjoyment of your holiday.

The property owners cannot be held responsible or liable for regional water and electricity supply problems which are beyond their control, or any failure or breakdown of any of the holiday home installations/mechanical equipment, for blocking of drains and sewage system or for the presence of insects or other pests, but we shall endeavour to arrange prompt repairs and to provide full assistance with solving the problem.

The property owners shall not be liable for any direct or indirect damages, accidents that may arise as a consequence of the use by the client of the property or the property swimming pool, including damages and losses because of fires, robbery or criminal behaviour.

12. Bulgarian legal system

In case of legal claims, the venue is Varna, Bulgaria.

Property rules

1. The gardener and the pool man visit once or twice a week when required.
2. The property is cleaned, and bed linen and bath towels are changed on the seventh day of your stay. If something additional is not arranged in advance, cleaning starts between 10:30 and 11:30.
3. Due to sanitary reasons, we highly recommend you to place any garbage collected in the house into the public containers each second day. Please ask the Property Manager for the closest one to the holiday home.
4. Lessen your carbon footprint. Please make sure that all the air-conditioners are turned off, while you are not in the house/apartment.
5. If required, your Property Manager will organise address registration for you on the day after your arrival (this is requirement to register visitors at local government office). Please assist the Property manager by collecting your passports in advance.
6. Please do not to take objects out of the villa, and remember that you are responsible for any damaged or lost goods, damage to the property or damage to anything else related to the property. Guests are liable for the actions of other people, including any guests or visitors you might have, within the house. We remind you that moving the house furniture from room to room may cause damage and it is highly recommended not to be done.
7. Faults that are found during your holiday are to be reported to your Property Manager as soon as possible. You will have the full support of your Property Manager to fix these faults as soon as practically possible.
8. We offer 24-hour assistance to our guests, but please use the 24-hour line during the hours 22:00 until 07:00 only in case of emergency.
9. Please keep the property tidy during your holiday and make sure that at the end of your vacation you leave the home in similar condition to that in which it was found. Any additional cleaning costs incurred by the company might be deducted from the guests' damage deposit.
10. Smoking is tolerated in the outside areas – balconies, garden, around the pool, etc.

11. Please use the pool only after taking a shower. If it is found that glass has been broken in or around the pool, this will result in the loss of some or all of your security deposit.
12. Please be aware of the public peace policy in Bulgaria. During the hours 14:00 to 16:00 and 23:00 to 07:00 any party or loud activities might not be tolerated by your neighbours. During these hours, any people disturbed by noisy entertainments are free to call the local police for assistance.
13. Please bear in mind that the holiday home is at your disposal only until 11:00 on the day of your departure. In case of late departure time, please co-ordinate with your Property Manager about the possibility of a late check-out from the villa.