



HOW TO BOOK

1. Telephone/fax 0118 9627874 or e-mail sales@sucasa.co.uk to check availability and to reserve your accommodation.
2. We can also arrange your car hire at competitive prices, please enquire
3. If booking more than 8 weeks before departure please return completed booking form with your deposit cheque payable to Su Casa Holidays Ltd
4. If booking less than 8 weeks before departure please send completed booking form with cheque payable to Su Casa Holidays Ltd for the full amount plus security/key deposit ~ see below for details.

DEPOSITS

Accommodation – 25% of total rental

Car hire – No deposit required if booked with accommodation, otherwise £25

SECURITY/KEY DEPOSITS

- **Villa Accommodation** ~ A deposit of £200 is required for villa accommodation payable with your final balance payment. It will be returned to you approximately 14 days after the completion of your holiday.
- **Apartment Accommodation** ~ A deposit of £100 is required for apartment accommodation payable **by a separate cheque with bank guarantee number on reverse when you pay your final balance.** This cheque will only be cashed in event of a claim.
- Claims against this deposit will only be made in the event of non-return of keys, damage caused other than by fair wear and tear or for excessive cleaning. We urge Clients to notify any such damage to us immediately.

BOOKING INFORMATION

Availability - Our accommodation is available for weekly rental as detailed in our brochure and/or website. For certain properties special reduced rates for long term bookings (over 4 weeks) may be available ~ please enquire.

Cleaning - Your accommodation will be cleaned and prepared for your arrival and a weekly cleaning and linen change is included in the weekly rental for bookings of more than 2 weeks.

Facilities - All our apartments and villas are equipped with bed linen and towels but please bring your own beach/pool towels. The description of each property in our brochure and/or website outlines the facilities that are available at each property. **In certain circumstances not all these facilities may be available.**

Cots/Z-beds - Cots and Z-beds can be arranged for most of our properties, for which there may be a charge.

Currency - We accept payment in Sterling or Euro; please call for current exchange rate

BOOKING CONDITIONS

Su Casa Holidays Limited is a travel agent providing accommodation, car hire and other sundry services for you from a number of service providers.

Bookings: Bookings are accepted, subject to availability. The Lead Name will receive all documents and information regarding the holiday and will be responsible for the full cost of the holiday. On receipt of the deposit your booking will be made and a Confirmation and Invoice sent.

Payment: You must pay a non-refundable deposit of 25% of total rental for accommodation. You must pay the balance of your holiday cost at least 8 weeks before the date of departure. If you book within 8 weeks of departure payment will have to be made in full.

Accommodation: Su Casa acts as agent for property owners and managers and a contract will be taken out with the owner/management company providing the accommodation. Terms and conditions may apply. Key/security deposits are required for all accommodation. All our accommodation is privately owned, hence none of our villas or apartments are identical and reflect the preferences of the different owners.

Car Hire: Su Casa acts as agent for the hire company and a contract will be taken out with the car hire company supplying the car. Clients will be subject to the terms and conditions of that contract and the laws of the country in which rental has taken place. **The car hire provider's terms and conditions will apply.**

Cancellation/changes: If you want to cancel the holiday you must send cancellation instruction in writing signed by the Lead Name. Cancellation takes effect on the date we receive your written cancellation instruction. Cancellation charges vary according to how close the cancellation is to the departure date. If you have to cancel for a reason covered by your insurance policy you should be able to recover your cancellation charges. The table below indicates how cancellation charges are calculated for accommodation:

Period before departure of cancellation notice received	Cancellation charge as a % of total holiday cost
More than 42 days	Deposit only
42 days - departure day	100% unless accommodation is re-let

In certain cases the service provider may apply cancellation charges.

If you want to make any changes to your holiday we will try to meet your requests wherever possible. There will usually be a charge for any changes.

Travel Insurance: It is a condition of any booking that you take out adequate travel insurance.