

Villa Numero Uno

Terms & Conditions

Calle Confrides 1

Venta La Nuza

El Campello

Alicante

03560

Welcome

Welcome to Villa Numero Uno. We hope you have a relaxing and enjoyable stay. These Terms & Conditions are intended to protect both our guests and ourselves while ensuring the property remains in good condition for everyone who visits.

1. Definitions

"Owners" means Nicolas Miller and Tracy Thorpe. "Lead Guest" means the person making the booking, aged 26 years or over, who accepts these Terms on behalf of all guests. "Property" means Villa Numero Uno at the above address. "Guests" means every person occupying the Property.

2. Booking & Payment

A booking is confirmed only after written confirmation has been issued and the required 25% non-refundable deposit has been received. The balance must be paid no later than six weeks before arrival unless otherwise agreed in writing.

3. Security Deposit

A refundable security deposit of £500 is payable at least six weeks before arrival. Reasonable deductions may be made for damage, breakages beyond normal wear and tear, excessive cleaning, missing items, excessive electricity usage, unauthorised EV charging or breaches of these Terms. The balance will normally be returned within 14 days following inspection.

4. Occupancy

The maximum occupancy is eight guests plus one infant. Only those named on the booking may stay at the Property. Parties, events and subletting are not permitted without prior written consent.

5. Arrival & Departure

Check-in is from 4.00 pm and check-out is by 10.00 am. Early arrival or late departure may be accommodated where practical but cannot be guaranteed.

6. House Rules

The Lead Guest is responsible for the conduct of the party. Guests must respect neighbours, keep noise to a reasonable level, particularly at night, keep the Property secure when absent and report any damage promptly. The basement is private and not available for guest use.

7. Smoking & Pets

Smoking is prohibited inside the villa and anywhere within the grounds. Vaping is prohibited inside the villa. Pets are not permitted.

8. Swimming Pool

The swimming pool is used entirely at guests' own risk. Children must be supervised at all times by a responsible adult. No diving or glass should be used in the pool area. Please shower off sand and excessive sun lotion before entering the pool.

9. Electricity & Air Conditioning

Reasonable electricity usage of up to 400 units per week is included within the rental price. The electricity consumption is monitored via a smart meter and excess usage will be charged at current rates. Air conditioning/heating should not be left running when doors or windows are open or when the Property is unoccupied. Electric vehicle charging from the Property is not permitted without the Owners' prior written consent.

10. Linen, Cleaning & BBQ

Bed linen and bathroom towels are provided. Beach and pool towels are not supplied. Guests are expected to leave the Property in a reasonably clean and tidy condition. If the barbecue is used it must be cleaned thoroughly after use, otherwise the cost of cleaning may be deducted from the security deposit. We recommend using disposal type packs in the BBQ to avoid heavy cleaning. Excessive cleaning such as unwashed dishes, used BBQ etc may be charged for as they are not covered by cleaners contract.

11. Utilities & Maintenance

Wi-Fi, television, water and electricity are provided in good faith but cannot be guaranteed at all times due to circumstances beyond the Owners' control. Should an appliance fail, every reasonable effort will be made to repair or replace it as quickly as practicable.

12. Cancellations

The booking deposit is non-refundable. If you cancel, we will endeavour to re-let the dates. If successful, we will refund any recoverable sums after deducting any losses or additional costs incurred. We strongly recommend comprehensive travel insurance from the date of booking.

13. Force Majeure

The Owners shall not be liable for cancellations or interruptions caused by events beyond their reasonable control, including severe weather, natural disasters, government restrictions, industrial action, utility failures or other unforeseeable events.

14. Liability

The Owners shall not be liable for loss, damage, injury or inconvenience except where caused by their proven negligence or where liability cannot legally be excluded. Guests remain responsible for their own personal possessions throughout their stay.

15. Complaints

Any issue should be reported immediately to the Owners or the local management representative to allow a reasonable opportunity to resolve the matter during your stay.

16. Privacy

Personal information supplied during the booking process will be used only for administering your booking, complying with legal obligations in Spain and communicating with you about your stay.

17. Governing Law

These Terms & Conditions shall be governed by the laws applicable to the holiday letting agreement. Any dispute shall be subject to the jurisdiction of the appropriate courts.

Acknowledgement

By confirming a booking, the Lead Guest confirms that they have read, understood and accepted these Terms & Conditions on behalf of every member of the party.