

Prestige Penthouses

Booking Terms and Conditions

1. The main condition of acceptance of any booking is that good care is taken of the property and contents, and it is left clean and tidy as we intend you to find it. This care is to include all utensils, crockery, equipment and linen. While you may not be charged for minor items, you should be aware that all damages and breakages are the holidaymaker's responsibility and their cost shall be repayable out of the security deposit.
2. A security deposit of £250 is payable per property. This deposit is intended and may be used to offset (a) the cost of remedying any damages, breakages or losses sustained by the owner of the property or (b) any unbudgeted costs incurred by Prestige Penthouses for restoring the property to a suitably clean and tidy condition, (c) excessive usage of utilities, as will be expected by the next party of visitors. Should it be necessary to use funds from the security bond, you will be notified in writing of the amount deducted, with the balance being forwarded to you. The security deposit shall not be used to cover any payments due or any extras etc. Please note: your security deposit is fully refundable, providing there is no damage during your stay.
3. Holidays are from 4.00 pm on arrival day until 10.00 am on departure day. Special arrangements may be possible. Keys will be handed over by our property managers on your arrival at La Torre Golf Resort, Murcia, Spain. Names on passports must match those on the booking/reservation form.
4. A deposit of £100 (non refundable) per week is required to hold the property. Full payment should be made 8 weeks before arrival. In the event of a **very late booking**, any funds payable must be **cleared** through the bank before departure to La Torre. Keys will not be handed over if any money is outstanding or cheques not cleared.
5. An additional cleaning/laundry fee of €75 applies to all bookings.
6. Stays of longer than 16 days will incur an **additional interim** clean at the normal rate of €40 payable locally.
7. Any bookings taken outside the UK are subject to a bank transfer fee, which must be paid for by the sender.
8. Following receipt of the Booking Form and Deposit, you will be sent Confirmation of Booking. A contract is thus formed between you and Prestige Penthouses. You are then responsible for the balance of any rental. Any contract created in connection with any booking shall be deemed for the purpose of litigation to have been created in the UK.
9. The property is offered only on the understanding that no more than the standard maximum number of 4 people as indicated on the web site /brochure shall use it, except by prior written agreement. As the properties are principally designed for golfing/family/corporate holidays, we reserve the right to refuse or curtail any booking, which may in our opinion by reason of number or composition be unsuitable for the property concerned.
10. If, for any reason beyond the control of Prestige Penthouses, the property is not available, or has been rendered unsuitable for holiday letting (e.g. by fire damage or some system fault) on the date booked, all rent and charges paid by the holidaymaker will be refunded in full, but there shall be no further claim against the owners of Prestige Penthouses. It may be possible however that Prestige Penthouses can assist in the finding of alternative accommodation.
11. No liability is accepted for any loss, damage, sickness or injury howsoever caused which may be sustained during the holiday to the Tenant or any member of the party. No liability is accepted for any closure/changes to the golfing facilities as organised by Polaris World.
12. Graphite tennis racquets are only available by special request. **A separate deposit is required.**
13. Pets are not allowed on the properties.
14. A No Smoking policy applies to this property.
15. Electricity/gas is included in the rent. Fuel for the barbecue is not provided.
16. Linen/Equipment/Food. Towels and linen are included. Towels are for use at the apartments only; guests should bring their own beach towels.
17. If there should be any cause for complaint, or accidental damage, this must be reported to the Property Managers immediately, otherwise the matter cannot be fully investigated. **It is too late to report it after the holiday.** While we do everything reasonably within our power to effect speedy repairs to our properties and/or furnishings or equipment or facility that may be faulty or fail during your holiday, no guarantees are given and no refunds will be made should any such fault/failure or breakdown occur and not be immediately rectifiable or rectified.
18. At the time of preparation, no VAT is applicable, but if the situation changes and it becomes payable, it will have to be added to the rental.
19. The Property Managers will retain lost property items for 14 days only, from date of departure. Items to be returned to holidaymakers are charged at the current postal rates plus a flat fee of £15. Payment must be made prior to the goods being forwarded. Prestige Penthouses do not accept any responsibility for loss of property nor for returning any items.
20. Privacy. Your privacy and that of each other person whose information you provide to us is important to us. All information provided will be kept secure and not be passed on to a third party.
21. Guest cars should be garaged in their specific parking space.
22. Guests must have their own private travel/holiday insurance.