



# goingtenerife - TERMS AND CONDITIONS OF BOOKING YOUR HOLIDAY

## Making your booking

Bookings can be made over the telephone and payment can be made with credit/ debit card over the telephone. We do not accept payment by cheque.

Once we have received your booking reservation form and deposit, we will confirm your stay by issuing a confirmation invoice by email. This invoice will be sent to the person who pays the booking. Please check this invoice carefully. Contact us immediately if any information which appears on the confirmation invoice or any other document appears to be incorrect or incomplete.

## Payment

### Deposit

To confirm your stay, a deposit of 25% of the full payment must be paid at the time of booking. (If you book 70 days or less before you travel we require payment in full). This deposit is not refundable in the event of your cancellation or failure to pay on time as set out below.

### Balance of Payment

Full payment must be received 10 weeks (70 days) prior to departure date.

This payment date will be shown on the confirmation invoice, so that you are clear when the balance is to be paid. If you have not paid in full and on time we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out below will be payable.

### If You Change or Cancel Your Booking

If you need to change your holiday arrangements, you must let us know as soon as possible either by phone or in writing. We will make an administration charge of £30 per person plus any further cost we have to pay to make the alteration.

If you or any member of your party needs to cancel their holiday (or part of it) once it has been confirmed, the person listed as the lead name on the booking form must write and let us know (*email is accepted*) When notice is received, we will then ask you to pay the cancellation charges, as shown in our cancellation table. These charges are costs incurred by goingtenerife as a result of the cancellation. Once we have processed the cancellation, you will receive a cancellation invoice. Please keep this if you are making an insurance claim, as you may need it. The charges apply to all parts of your holiday and are as follows:

## CANCELLATION CHARGES

<i>Period before your departure date</i>	<i>Charge per person</i>
10 weeks (70 days) before departure date	25% (your deposit)
8 weeks (56 days) before departure date	50% (of total cost)
4 weeks (28 days) before departure date	75% (of total cost)
2 weeks (14 days) before departure	100% (of total cost)

### If We Change or Cancel Your Booking

If we cancel your booking, or you cancel it because you won't accept a significant change that we make, you will not be entitled to any compensation if:

- You have refused to accept a reasonable alternative; or
- we have cancelled or changed your holiday because:
  - i) You have not paid when we asked you to
  - ii) Your behaviour is not acceptable.

If we offer you another accommodation, you will have to pay the difference if it is more expensive, but if it is cheaper, we will pay you the difference. In the unlikely event that we have to make any significant change to your accommodation after you have already left for whatever reason, you must accept any reasonable alternative. If you refuse, goingtenerife do not have to refund or compensate you.

### Security & Breakage Deposit

You will be asked to pay a security / breakage deposit before the start of your stay. (*or at the time of booking if this date has passed*). The cost of any damage to the property or to any items within the property whilst you are staying there, will be deducted from the deposit at the end of your stay.

Properties are checked within 24 hours of being vacated. You will be notified of any damages within 7 days.



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We will refund your deposit in full, 7 days after your departure if there are no damages. If the deposit is not sufficient to cover any damage caused by you, you will be responsible for paying any additional monies required immediately.

## **Accommodation descriptions**

Our descriptions represent an evaluation by goingtenerife which attempts to reflect the style and atmosphere of the accommodation and area. We provide, what we feel are honest and accurate descriptions, however, since the views expressed are subjective, it is appreciated that not everyone will agree with them, and they should be read in this light.

## **Your Accommodation**

The accommodation that you book is only for the use of the named parties shown on the confirmation booking invoice issued by us. Subletting, sharing or assignment is strictly prohibited. The substitution of persons during the rental period is forbidden unless previously agreed.

## **Your Responsibility**

Please make sure you have read the booking form and our terms and conditions carefully before signing. Any changes to descriptions will be notified to you in writing, either at the time of booking or as soon as possible afterwards.

## **Our Responsibility**

We accept responsibility for ensuring that all component parts of your holiday that you book with us are supplied to you as described.

## **Insurance**

We strongly recommend that you take out holiday insurance before you travel. This should cover you if you have to cancel your holiday or for any emergencies that may arise while you are away.

## **Behaviour**

We reserve the right to refuse to accept or retain any person as a client, if their conduct is disruptive and affects the enjoyment of other holiday makers. We shall be under no liability for any extra costs incurred by such person as a result of such behaviour.

## **Complaints**

We do our very best to make sure your holiday is a success and hassle free. However, in the event that you feel you wish to complain about any aspect of your holiday, you must complain immediately to goingtenerife.com on 0034 922 703660 or via email iam@goingtenerife.com. We regret we cannot accept responsibility for any complaint or claim not notified to us within 28 days of return.

## **Passports & Visas**

In order to reach Tenerife a 10-Year British Passport is required for travel. It is recommended that your passport is valid for at least 6 months beyond your planned return date.

## **Your Data Protection**

We will always endeavour to ensure that your personal data is secure, accurate and up to date. This information includes contact, registration and payment details and essential information to ensure your holiday is managed efficiently. You have a right to ask us at any time not to contact you by way of direct marketing. We would never under any circumstances sell or rent any of your personal details to third parties.

## **Circumstances Outside if our Control**

We do not pay compensation or accept any liability if your booking is affected by events outside of our control: war or threat of war, riots, terrorist activity, industrial disputes, natural or nuclear disasters, fire, bad weather, technical problems due to transport, airports being closed or full, schedules being cancelled or changed by service airlines or any other similar event.

## **Building Noise**

Building works and noise are almost unavoidable in certain developing destinations and work may be taking place in or adjacent to your own accommodation. Unfortunately, such developments are not under our control, nor do we always receive advance notice when they will begin. We cannot accept liability for any inconvenience, discomfort or annoyance arising from such works which are beyond our control. However, we are based on the island and will endeavour to advise you of any works being carried out as soon as we discover them.



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### **Vacation of rooms**

In accordance with international practice, rooms and apartments should be vacated between 10.00 - 12.00 on the morning of the last full day of your holiday. However, luggage storage arrangements can be made through goingtenerife or through the resort you are staying in if there are several hours between your room vacation and return transfer to the Airport.

### **What do you get when you book with goingtenerife?**

We have visited ALL of our listed properties, so that we are able to give you a clear first hand account about the accommodation. We are on hand, should you need us, 24 hours a day, as we are based on the island. We have plenty of local knowledge and will provide you with recommendations (that we are not paid for) so that you get the best from us and from what is on offer in Tenerife. We have Spanish speakers on our team, should you need us to liaise with anybody in an emergency.

### **Prior to your holiday**

After you have booked, once the final balance has been paid, please email us with your arrival and departure details. We can then make arrangements to personally give you keys to your accommodation and show you around your holiday accommodation.

### **During your holiday**

Check in times may vary, but generally will be no earlier than 3pm on your day of arrival. A small welcome pack with tea, coffee, milk, sugar and water will be provided. If you require other items we are happy to make arrangements with you. If you are celebrating an occasion and would like champagne on ice on your arrival please ask.

#### ***Linen change***

For holidays of 10 days or more you will receive a mid term change of linen approximately half way through your stay.

#### ***Longer stays***

If you are staying 4 weeks or longer, it is possible that a discount can be obtained off the weekly price of your property. If so this will normally be on the basis that no linen changes or cleans are included. Instead you will receive 2 sets of linen / towels per person for you to rotate. If you do require weekly cleans / linen changes then please let us know in advance as this can be arranged at an extra cost.

### **DISCLAIMER**

Where indicated, a selection of our accommodation is privately owned. When staying in a privately owned property, you do so at your own risk. Goingtenerife.com and the owners of the privately owned properties will not be held responsible for any loss or damage of your belongings or injury or death of any guests, whilst staying at the property.

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**Goingtenerife.com is part of Villas & Golf Canarias S.L (CIF No. B38640041) AV Minorista I.C 448**

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