

2nd Floor
51/52 High Street
Taunton
Somerset TA1 3PR
Tel: 01823 332226
Fax: 01823 336883
Email: reservations@greenslades.co.uk



TERMS OF BUSINESS

Reservations

Reservations may be made by telephone 01823 332226, fax 01823 336883 or email reservations@greenslades.co.uk. Provisional bookings, without obligation, will allow an option for two days, after which time we shall require a completed booking form and deposit to secure the reservation. A deposit of £70 per person, plus the appropriate insurance premium, is payable at the time of booking. A full confirmation and account will follow within seven working days. Balance of payment for the holiday will become payable to Greenslades eight weeks prior to departure. We regret that due to the imposition of high charges made by the credit card companies, a 1.5% charge will be added to your account if you wish to pay your balance by this method. There are no credit card charges on deposit payments. Travel documents, our information leaflet and detailed information on how to get to your villa/apartment will be forwarded approximately three weeks prior to departure.

Flight Arrangements

Greenslade Developments Ltd is a fully bonded ATOL Licence holder (No. 2536), issued by the Civil Aviation Authority, which enables us to arrange flights from most UK Airports. For these we expect to use My Travel, Excel Airways, First Choice Airways, Thomas Cook Airlines, Monarch Airways, Britannia Airways and other airlines licensed by the CAA. Our prices are competitive and consistent with the best available timings to suit your requirements. We must emphasise that our policy is to arrange the flights on your behalf as this enables us to co-operate directly with the airlines and to monitor any changes which may become operationally necessary.

Please note that changes or cancellations to the transport arrangements do occur and are sometimes unavoidable as they are planned many months in advance. At the time of making your booking with us we will advise the most up to date timings before the booking is confirmed. Timings are for guidance only and may change. The actual timings will be shown on your tickets, which you must check very carefully. It is possible, though unlikely, that timings may be changed even after tickets have been dispatched - we will contact you as soon as possible if this occurs.

Windsurf boards, golf clubs and large items of sports equipment may be carried on the aircraft, but this is subject to space and the cost is at the discretion of the airline. Enquiries for carriage of such items should be made at the time of booking.

Amendments and Cancellations

Airlines make charges for alterations once firm reservations have been made of approximately £20 per person. Regrettably we will have to pass on any charges made in the event of your having to make a change. Should you be unfortunate to be forced to cancel your holiday, a scale of charges in accordance with normal trading conditions which apply within the travel industry will be imposed as shown below. However, provided the reason for cancellation comes within the terms of the insurance policy taken, all monies will be refunded by the insurance company less the premium paid and the appropriate excess.

More than 56 days	deposit only
56 - 29 days	60%
28 - 15 days	75%
14 days or less (including day of departure)	100%

Consumer Protection

The air holidays and flights in this brochure are ATOL Protected, since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is ATOL 2536. In the unlikely event of our insolvency the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information write to Civil Aviation Authority, Air Travel Organisers Licencing, CAA House, 45 - 59 Kingsway, London WC2B 6TE or visit ATOL website at www.atol.org.uk.

Reservations and information



01823 332226

Inclusive Costs

All prices shown in the brochure are per week, per villa/apartment for the appropriate period according to season. Included in the charges are electricity, gas, water, all linen, pillows and blankets and the services of our local representative. NOT included in the cost is personal insurance and the transfer to and from the airport to your accommodation.

All properties are fully equipped with bed linen and towels. We do recommend however that personal beach towels be taken as convenient extras.

Arrangements for maid service and linen charges do vary from resort to resort and we have endeavoured to indicate these specifically wherever possible. However we will be happy to clarify in advance any points regarding these services. At the same time, any services required over and above those normally provided should be made locally and payment for which must be made directly to the managing agent.

Subject to suitable space and dependent upon size of party, it may be possible to add an extra bed or beds within certain properties. Also for those with young families, hire of cots and high chairs is available in all resorts. For these services there is a nominal weekly charge and pre-booking is essential. The cost of these additional facilities is available on request. We must emphasise however that only those persons named on the booking form shall be allowed to occupy the property. Under no circumstances may the number of persons exceed those for whom firm bookings have been made without our prior permission.

Clients are required to vacate the accommodation by 10.00 hours on the day of departure, to facilitate the cleaning and servicing prior to the arrival of incoming guests.

Whilst we do not impose a deposit against breakages and damage we do request that all clients treat the property and its contents with the same respect that they would their own home, at the same time having regard to future holidaymakers use of the facilities. Any breakage or damage should be reported to our local managing agents before vacating the apartment/villa. We do, however, reserve the right to charge for damage or breakage not reported and found after vacation.

Property Descriptions

The information provided within our brochure has been made in good faith and with care and attention. It is not impossible that changes of facilities may occur from time to time without our knowledge. Wherever possible, we endeavour to advise clients of any changes which we consider may materially affect the holiday. We do not, however, accept responsibility for any inaccuracies within our brochure arising from circumstances beyond our control.

Some villas and apartments have heated swimming pools. These either take the form of electric heating or solar heating. Solar heated pools are, of course, dependant upon weather conditions and pool temperatures vary according to the strength of the sun and ambient temperature. Electrically heated pools are generally thermostatically controlled with comfort and economy in mind. Please see the description of each property which will indicate the particular type of pool heating and if the facility is available.

The satellite television channels and video facilities vary according to the property although in general refer to a basic package, possibly with limited English channels. Specific enquiries and requests should be made to our reservation staff.

Our Responsibility To You

We accept responsibility for any loss or damage which you may suffer on holiday as a result of the negligence of our agents or employees acting on their behalf. Most accommodation and transport is provided by independent suppliers, for whom we will accept responsibility on the terms set out as follows. If you or any member of your party suffer death, bodily injury or illness arising from the proven negligence of our suppliers, their sub-contractors, servants and/or agents, we will accept responsibility provided that they were acting within the scope or in the course of their employment when the accident occurred. Should any payment be made to you or any member of your party by us in any of the circumstances referred to in this section, we reserve the right to claim in your place against the person or organisation responsible for causing the illness, injury or death. This means that you must agree to assign that part of your rights to us and we will be subrogated to those rights. We do not accept any liability for air and marine carriers, whose liability to you is governed by international law and conventions, which may limit and/exclude their liability.

Complaints

In the event that you have a complaint whilst on holiday, in particular any matter relating to the lack of essential items or malfunctioning of any of the services of the accommodation, you must advise our local managing agent as soon as possible after your arrival. He or she is there to assist you and will be able to resolve most problems on the spot. If they are unable to assist, you must in the first instance call us in the UK on (00 44) 1823 332226 to report the problem. If you wish to take up the matter on your return, you must advise us in writing within 21 days. Our aim is to provide a happy and carefree holiday and one that you can recommend to your friends.

Car Hire

Car hire can add considerable enjoyment to your holiday. We are able to make arrangements for you to collect a car at the airport and return it there at the end of your holiday. We do emphasise, however, that during peak season and busy holiday periods demand for cars is very high and suggest that reservations be made well in advance. Full details of all rates are available on the reverse of the price list.

Transfers

Should you not elect to collect a car at the airport, we are able to make arrangements to transfer you from the airport to your accommodation by transfer bus. This service is not available at all resorts and it may be necessary to take an airport taxi. Full details of rates are available on request.





Booking Form



2nd Floor
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Tel: 01823 332226
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Email: reservations@greenslades.co.uk

Lead Name _____ Tel No. Office _____
 Address _____ Home _____
 _____ Apartment/Villa _____
 _____ Arrival Date _____ Return Date _____

MEMBERS OF PARTY			Children		Insurance				
Mr Mrs Miss	Initials	Surname	Age if under 16 or over 65	Date of Birth	Yes/no (see reverse of this form)	Cot	High Chair	Welcome Pack	Special Requests

INSURANCE

This will be provided for all members of the party and full payment of the premiums should be sent with the deposits unless you complete and sign the following: **I have taken an alternative holiday insurance providing comparable/greater cover than that approved by Greenslades Villas & Apartments with 24 hour emergency cover.**

Signature _____

PRE-BOOKABLE CAR HIRE	FLIGHTS
Car Group _____	UK Airport _____ No. of Passengers _____
Hire Start Date _____	Dep. Date _____ Return Date _____
No. of Days _____	Flight Time Preferred _____
No. of Persons _____	Pre-booked group seating _____ yes/no (Extra charge)
Pick Up Airport _____	I wish to pay by Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> Maestro <input type="checkbox"/>
Pick Up Apartment _____	Please charge £ _____ to my Credit Card account @ 1.5% charge
Roof Rack Hire _____	Credit Card Number _____
Child Seat Hire _____	Valid from date _____ Expiry date _____ Issue/cvv number _____
	Name of Cardholder _____ Signature of Cardholder _____

I certify on behalf of the person(s) included on this booking form by whom I warrant I am authorised to make this booking that I have read and accept the terms of business and travel insurance. I enclose a deposit off £70 plus insurance. I agree to pay the balance no later than 8 weeks prior to departure.

Signature _____ Date _____
(1st name on booking form)

PAYMENT	£	p
Deposit £70 per person		
Full Payment (if booking within 8 weeks)		
Insurance Premium (in full)		

Please indicate where you saw our advertisement	TOTAL PAYMENT ENCLOSED Cheque/Cash/Credit Card
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HOLIDAY INSURANCE

For Residents of the United Kingdom

Summarised below is the cover under a special holiday scheme, arranged by Citybond Suretravel for Greenslades Villas. Benefits under the policy are underwritten by Europ Assistance Holding Irish Branch of 3rd Floor, St James House, Adelaide Road, Dublin 2, Ireland, with the exception of Legal Expenses which is underwritten by Europ Assistance Insurance Limited of Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN United Kingdom. A detailed copy of the cover will be forwarded to you with your confirmation invoice. A specimen policy is also available on request should you require further information before booking.

SUMMARY OF COVER

Medical Emergency & Repatriation: Up to £5,000,000 (Excess - £65)

Hospital Inconvenience Benefit: Up to £1,500 (Excess - Nil)

Cancellation & Curtailment: Up to £5,000 (Excess - £65 / Deposit only £15)
Up to £300 (Excess - Nil)

Travel Delay:

UK Departure Assistance &

Missed UK Connection:

Up to £500 (Excess - Nil)

Missed Departure

Outward Journey:

Up to £1,000 (Europe £500)
(Excess Nil)

Personal Baggage:

Up to £2,000 (Excess - £65)

Baggage Delay:

Up to £100 (Excess - Nil)

Money & Passport:

Up to £500 (Excess - £65)

Personal Liability:

Up to £2,000,000 (Excess - Nil)

Personal Accident:

Up to £20,000 (Excess - Nil)

Legal Expenses:

Up to £25,000 (Excess - Nil)

24-Hour Medical Emergency Cover: Europ Assistance

CLAIMS

Claims will be handled by Europ Assistance Holdings Limited and must be made in writing within 30 days of the event.

IMPORTANT NOTICE

Under the General Insurance Standards Council Private Customer Code, we are required to draw your attention to important features of your policy including:

INSURANCE POLICY

This contains full details of the cover provided plus the conditions and exclusions which apply to it. You must read the insurance policy carefully.

Conditions, Exclusions and Warranties

There are conditions and exclusions which apply to individual sections and general conditions, exclusions and warranties which apply to the whole policy.

Health

This insurance operates on the following basis:

- To be covered, you must be healthy, fit to travel and to undertake your planned trip.
- The insurance will NOT cover you when you are travelling against medical advice or with the intention of obtaining medical treatment or consultation abroad.

No claim arising directly or indirectly from a Pre-existing Medical Condition affecting you, a close relative, travelling companion or person with whom you intend to stay whilst on your trip will be covered unless:

- You have declared that condition to the underwriters, and
- You have declared any changes in your health or prescribed medication; and
- The underwriters have accepted that condition for insurance in writing.

Each insured person who has a Pre-existing Medical Condition must contact the Citybond Healthcheck service as below and answer a Medical Health Questionnaire before each period of insurance. Additionally, if you know of a Pre-existing Medical Condition affecting a close relative, travelling companion, or person with whom you intend to stay whilst on your trip, you will also need to declare to us. Failure to declare any Pre-existing Medical Condition that is relevant to the insurance may invalidate the policy.

To declare a Pre-existing Medical Condition or change in your state of health or prescribed medication, you should contact www.healthcheck247.com or telephone Citybond Healthcheck 0870 220 3937 (Mon - Fri 9am to 5.30pm, Sat 9am-1pm Closed Bank Holidays)

A Pre-existing medical condition is any medical, psychological sickness, disease, condition, injury or symptom of which you are aware, which has occurred at any time prior to the commencement of cover under this policy or prior to the trip.

Property Claims

These claims are paid based on the value of the goods at the time that they are lost and not on a "new for old" or "replacement cost" basis, thus a deduction is made for wear, tear and depreciation.

Policy Limits

Most sections of your policy have limits on the amount the insurer will pay under that section. Some sections also include other specific limits, for example: For any one item or for valuables in total. You are advised to check your policy.

Policy Excesses

Under most sections of the policy, claims will be subject to an excess. This means that you will be responsible for paying the first part of the claim as defined.

Reasonable Care

You need to take all reasonable care to protect yourself and your property, as you would if you were not insured.

Complaints

Your insurance policy has a complaints procedure which tells you what steps you can take if you wish to make a complaint.

Sporting & Recreational Activities

Occasional participation in certain activities and sports, on a recreational and non-professional basis and not being the main purpose of the trip, may be covered within the terms of the policy at no additional premium. Certain activities and sports may however be subject to amended terms and conditions. Call Citybond Customer Services on 0870 444 6431 if you are in any doubt over the cover.

Cooling Off Period

If when reading your policy, you decide that it does not meet your requirements, please return the policy and certificate to your issuing agent within 15 days of you having received it. On condition that you have not made a trip and you have not submitted a claim or know of any circumstances that may lead to a claim, we will refund any premium you have paid. The contract between you and us will be annulled, which means it will be treated as if it had never existed.

PLEASE ENSURE YOU READ YOUR INSURANCE POLICY CAREFULLY

PREMIUM Including IPT	18-65yrs	66-70yrs	71-75yrs	76-80yrs
Up to 9 days	£23.50	£36.00	£47.00	£53.00
Up to 16 days	£29.50	£42.00	£53.00	£64.00
Up to 23 days	£36.60	£49.00	£64.00	Refer

Long stay and year round policies are also available.

Please call us for a quotation 0870 750 3709.

Notes: All children under 2 years at the date of application may be insured **free** subject to them being accompanied by one adult insured under this insurance. Children aged 2 years and under 18 years are **half price** subject to them being accompanied by one adult insured under this insurance. Families (2 adults and 2 dependant children 3-18 years residing with them and/or in full time education) may be covered at 2.5 x the adult premium. Excess waiver is available if required at £9 per person.

24 hour Emergency Medical Rescue Service

This policy includes the services of Europ Assistance Emergency Assistance who will provide immediate help in the event of an Insured Person's illness or injury arising outside the United Kingdom. They provide a 24-hour multi-lingual emergency service 365 days a year including repatriation arrangements where necessary. This service must only be used for Medical Emergencies or Trip Curtailment requests.