

1 : The tenant may cancel the rental agreement in writing up to 60 days before the start of the rental. If the tenant cancels, the booking agent will retain the down payment (first payment). The tenant will owe the full rental price to the letter if cancellation occurs within the 60 days preceding the agreed rental.

2 : Prices are stated per accommodation per month per week or per day. The letter reserves the right to amend the booking price if occasioned by changes to exchange rates and taxes. Increases in these costs will be charged to the tenant as a net amount without surcharges. We do not accept responsibility for typographical errors in the price list or web publications. If the increase occurs within three months of receipt of the booking form, the tenant will have the right to dissolve the agreement. Amounts already paid will be refunded to the tenant in such cases.

3 : The agreement will be dissolved (i.e. the booking will be cancelled) if the tenant fails to satisfy the provisions of clause 4 below. The deposit will be forfeited to pay incurred costs and damage including but not confined to loss of profits.

4 : A tenant who books accommodation for or jointly on behalf of other occupants will be liable for the total rent and for damage caused by acts by him and all others present with him in the rented accommodation. A booking will be valid for the number of persons stated on the booking form. The property may not be occupied by more persons than stated on the booking form. Occupancy by a larger number may result in dissolution of the booking agreement and loss of the deposit. Payments already made will not be refunded in such circumstances and the tenant will owe the entire rent. If the tenant intends to allow more than the permitted number of persons to stay in the rented accommodation, the tenant must, prior to the rental period, submit a written request to this effect to the booking agent. The accommodation provider has the right to refuse such a request or to require an additional surcharge. The tenant must treat the accommodation according to generally accepted standards.

5 : If there is a complaint from either party, notice must be given within 24 hours of check-in.

6 : A reservation is officially cancelled when the tenant notifies Casa Nova Villas.

7 : The tenant has the right to alter or cancel the agreed services in any material respect on account of compelling circumstances. Compelling circumstances mean circumstances of such a nature that the accommodation provider cannot reasonably be held accountable. The accommodation provider may cancel the booking in the event of war, strikes and natural disasters. In such circumstances the booking agent will be under obligation to refund any amounts already paid. The accommodation provider reserves the right to replace the rented property by an equivalent property for reasons of quality assurance.

8 : The reason for strict cancellation policies is that property owner counts on income from advance bookings. Once a booking for one of their properties is received, the property is removed from the market for those dates, and potential renters look elsewhere. If we accepted last-minute cancellations and refunded the renter, the odds of rebooking a property for those dates are very low — and we wouldn't be serving our property owners in good faith.

9 : Cancellation may change according to each policy and the tenants will be notified before arriving at the property.