



## Booking Confirmation

Dear Guest

Thank you for choosing our home for your holiday. We hope that you have a pleasant stay.

<b>CONTACT DETAILS</b>
NAME:
ADDRESS:
EMAIL:
TELEPHONE:

Your confirmation is as follows:

**Check-in date:** \_\_\_\_, \_\_, \_\_\_\_ (Month,DD,YYYY) after 2pm (No early check-in please)  
**Check-out date:** \_\_\_\_, \_\_, \_\_\_\_ (Month,DD,YYYY) by 11am

**PLEASE NOTE:- IT IS A LEGAL REQUIREMENT TO REGISTER ALL GUESTS STAYING IN TURKEY WITH THE LOCAL AUTHORITY.**

**A COPY OF ALL GUESTS PASSPORTS ARE REQUIRED TO CONFIRM YOUR BOOKING, AND ANY CHANGES TO THE GUESTS ON YOUR BOOKING MUST BE ADVISED IN ADVANCE**

**A PENALTY OF 10,000 TURKISH LIRA IS PAYABLE BY THE GUESTS FOR NOT DECLARING THE CORRECT INFORMATION FOR ANYONE STAYING IN TURKEY.**

Number of adults: \_\_\_\_

Number of children: \_\_\_\_

**Maximum Occupancy 6 Persons**

Guest full name (as per passport)	Passport Number	Mothers Full Name	Fathers Full Name




Transfer time from Dalaman Airport is approx 1 hour, private transfers can be arranged for you if required, at approx £35 each way payable to the driver, or car hire is available for you to book at the airport if you prefer.

Transfers required

YES / NO

The property is located at:

Jasmin 5D  
139 Sokak  
Ovacik  
Fethiye, 48300

A non-refundable deposit of £200 is due immediately to secure your booking.

Payment can be made via bank transfer or by cheque via post with your booking form

HSBC BANK

SORT CODE : 40-46-14

ACCOUNT NUMBER: 51331140

The total payment is due 6 weeks prior to your departure date, we will send you a reminder nearer the time.

Prices per week 2018 and 2019:-

April	£450
May	£550
June	£650
July	£750
August	£850
September	£700
October	£600

£50.00 discount is offered for a 2 week booking.

Once full payment is received, we will provide instructions for entry to the property and everything you will need to know.

Please sign and return this booking form along with your copies of all guests passports to either [bookings@villahayat.com](mailto:bookings@villahayat.com) or via post to 85 Southend Road, Wickford, Essex SS11 8DX.



Thank you for choosing Villa Hayat-Dema for your holiday!

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## Conditions of Booking

### 'The Small Print'

Here at Villa Hayat we have tried to make our Terms of Business as straightforward as possible.

If however, you have any questions, please feel free to get in touch with us before you sign.

#### What happens if I cancel?

For all bookings, there needs to be an agreed 'cancellation policy', as cancellations cost money. Here's how ours works.

DATE OF CANCELLATION	CHARGE PAYABLE BY YOU
Up to 6 weeks before booking date	Non-refundable deposit
Less than 6 weeks before booking date	Full booking value

#### Could Villa Hayat cancel my booking?

In the unlikely event that Villa Hayat has to cancel your booking, you will receive a refund of any payments made, although Villa Hayat will not have any other liability. However, Villa Hayat will only cancel if the Villa is unavailable due to events beyond our control.

#### Can I change my guests?

Of course you can, but you **MUST** advise us in advance of your booking date, and provide copies of any new passport details.

The maximum occupancy of 6 persons may not be exceeded.

#### What are we liable for?

Villa Hayat is our second home and is available fully furnished and equipped for your holiday enjoyment. You agree to keep the property and all furnishings in good order and agree to only use appliances for their intended use.

A returnable security deposit of £200.00 is required to cover any damages that may occur, this will be returned on successful inspection of the Villa at the end of your



booking. If the villa appears dirty or damaged on arrival, guests must inform the owners immediately via email

### **What do we do if something is not working?**

Villa Hayat has the support of a local maintenance company who will visit the villa should there be anything that needs repairing during your stay. They will also visit the villa on a daily basis to tend to the pool and the garden. You agree to allow the pool and garden staff to complete their work.

### **Will we need our own insurance?**

Yes, Villa Hayat is not responsible for any accidents, injuries or illness that occurs whilst staying at the property or using the facilities. Villa Hayat is not responsible for the loss or damage of personal belongings or valuables of any guests. By making this booking, all guests assume the risk of harm arising during their stay, and are advised to take out their own travel insurance.

### **Will we need a travel Visa?**

Yes, all members of your party will need to apply for a Turkish Travel Visa via <https://www.evisa.gov.tr> each visa costs \$20 or approx £15.00.

### **Can we smoke in the Villa?**

Smoking is NOT allowed anywhere inside the villa, Smoking is allowed outside only.

### **Will Villa Hayat be cleaned during our stay?**

There is no daily housekeeping service. For bookings of 2 weeks or more a weekly cleaning service is provided. While linens and bath towels are included in the unit, along with pool towels. We suggest you bring your own beach towels as we do not permit towels or linens to be taken from the units.

### **What is the currency in Turkey?**

Turkish Lira is the official currency, although they will also take GBP in the area, there are many ATM machines in both Hisaronu and Fethiye however they may charge 5% for a withdrawal. Many restaurants and shops will take card payments and you may find the best option is to take GBP as you will get a better rate of exchange in Turkey.

### **Is there car hire available at the Villa?**



We can arrange for a car to be at the villa for your arrival should you wish, or if you just need a car for individual days there are loads of car hire companies in Hisaronu.

**What happens if I have a late flight home?**

Our check out time is 2pm, please let us know if you have booked a later flight as we may be able to assist with luggage storage.

Should you fail to correct any aspect of poor or unacceptable behavior, you may be asked to leave the premises, should this happen, no payments will be refunded to you.

**I agree that all rental monies are non-refundable as per cancellation agreement above.**

**All guests agree that they will be liable for a 10,000 TL fine for not providing the correct passport information as stated on the booking form.**

**Bookings will not be accepted without a signature of the lead guest, by signing this booking form the lead guest confirms that ALL guests understand and agree with the above conditions.**

**LEAD GUEST NAME**

**SIGNATURE**

.....

.....

**DATE .....**

**Owners Contact Details:**

**Villa Hayat  
85 Southend Road  
Wickford  
Essex  
SS11 8DX**



[Debra.cattle@googlemail.com](mailto:Debra.cattle@googlemail.com) 07940421101

[Mcattle85@gmail.com](mailto:Mcattle85@gmail.com) 07940421140

## **Terms and Conditions**

1. The Booker and the Owner acknowledge that this agreement forms the entire agreement between the owner and the Booker acting on behalf of all the persons resident at the property during the booking period and where any of the booking terms and conditions are deemed unenforceable then all other parts of this agreement shall remain in full force and operation and shall be enforceable between the parties.

Unless otherwise referred to, reference to the 'Booker applies to the person authorized to agree to the booking conditions on behalf of all persons who shall be staying at the property during the booking period (the Booker).

It excludes any agents contracted by us to provide information, booking and/or property management services on our behalf from any liability on any act, neglect or default on our part or any person not within our employ or under our control.

The use of the accommodation and facilities are entirely at your own risk and no responsibility will be accepted for injury, loss or damages to the user, or their belongings.

### **2. The Rental**

The Rental confers upon the Booker the right to occupy for a holiday as mentioned in the Housing Act 1988 Schedule 1 Paragraph 9 and the Booker acknowledge that the rental granted by this Agreement is not an assured tenancy and that no statutory periodic tenancy will arise.

### **3. Acceptance of these terms**

The Booker acknowledges that he, she or they are authorized to accept these terms and conditions on behalf of all those persons who will occupy the property and that he, she or they and those persons who will occupy the property are aware of the booking terms and conditions and have agreed to be bound by those conditions and shall be a member of the party occupying the property and are required to acknowledge the following:

- The maximum number of people who will be staying at the property during the booking period.
- These booking terms and conditions shall be subject to English law and time shall be of the essence.



#### **4. Payment Policy**

- You must pay a non-refundable deposit of £200.00 within 7 working days of the initial reservation being confirmed in writing. The balance of the fee must be paid no less than 6 weeks prior to your arrival date. On receipt of the balance, full details of key collection arrangements and directions to the property will be sent. Please note we will send reminders.

In the case of bookings made within 6 weeks of the commencement of the holiday the full amount must be paid at the point of booking.

#### **5. Cancellation**

- When a cancellation takes place more than 6 weeks before arrival any payment received less the £200.00 deposit paid will be returned. If a cancellation is made within 6 weeks of arrival then no refund will be due.
- We recommend and expect that guests will have or will take out a holiday insurance policy (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.

#### **6. Size and Party**

- The number of persons stipulated for each property on our website, advertisements or literature published by us must not be exceeded under any circumstances. Only the number of adults, children and infants stated by you and listed on the owners booking information may occupy the premises overnight. We normally class children as being under 16 and infants as being 2 years old or under.
- The Booker certifies that:  
They are over 18 years of age and a member of the party occupying the property;
- The Booker has agreed that they act as principal and have absolute liability for all the members of the party at all times.

#### **7. All male or female parties**

Eligibility - Bookings may only be accepted from all male or all female parties by prior arrangement before the booking is confirmed.

#### **8. Animals and Pets policy**

We do not allow pets at this property.

#### **9. Suitability**

- Health & Mobility: The property summary details aim to give an accurate description of the property. Should there be any specific health or mobility



difficulties which may affect a party member, we request that this is pointed out at the initial reservation stage so the suitability of the property can be established.

- Safety: The owner accepts no responsibility or liability in connection with the suitability or unsuitability of the property for the Booker and/or the persons resident at the property in accordance with this booking. The renter accepts that the property is situated in a mountain area and is affected by some inclines, and unmade roads.

The Booker and those persons listed on the owners booking information sheet acknowledge the location of the property.

- The Owners or Agents cannot be held responsible for any limitations placed on the booking due to adverse weather conditions which may affect travel to and from the property.

#### **10. Arrival and Departure times**

- You may arrive any time after 2pm on the day of your booking.
- You must vacate the property by 11am on the day of departure.

#### **11. Lost property**

- We cannot accept responsibility for any items you leave behind in the property after your holiday, but if you contact us we will endeavor to locate the lost item(s)
- If lost property is found, we will inform you and agree the means to return it. Any unclaimed items will be disposed of after two weeks.

#### **12. Renters**

##### **Obligation**

You agree to:

- Take reasonable care of the property and ensure that the property and all equipment are left clean. The Booker agrees to reimburse the owner for any extra cleaning costs required. Where applicable, the owners reserve the right to deduct any extra cleaning costs from any security deposit paid or recharge the costs to the Booker.
- Pay for any losses or damages to the property.
- Not to smoke, or allow others to smoke inside the property
- NOT exceed the total number of persons in the property as stated in the details.
- To dispose of household waste in accordance with our waste disposal requirements. These are explained in the property directory which you will find on arrival.
- Grant the Owners Agents the right to access the property at any time during occupancy after reasonable notice has been given.

It is mutually agreed that:

- 13. Should the property, for reasons beyond our control (e.g. fire, theft, sale etc), not be available on the date booked or the property is not available for holiday letting,





all rent and any charges paid in full by you to us will be refunded in full. You accept that you will have no further claim against us or any of our agents.

14. We accept no liability for any accident, damage, loss, injury, expense, or inconvenience whether to person or property which you or any persons may suffer or incur that arise out of the rental or is in any way connected with the rental.
15. The Owners cannot accept a change of holiday property or details to a booking once the deposit has been received. However, occasionally we can accept an alteration of dates, notwithstanding any obligations incurred if a change of dates is requested within less than 6 weeks of a Booker's arrival date. Where any changes are made to a booking including dates, are made, a minimum administrative fee of £25 plus VAT applicable will be charged.
16. The Owners aim to ensure that information is accurately conveyed on the website. Any changes to the property and its facilities will be notified to you as reasonably practical. We cannot accept responsibility for any changes or claims to the area amenities mentioned on our website.
17. Any complaints must be notified in the first instance to Villa Hayat immediately so that they can investigate the circumstances and take any necessary action. In no circumstances can compensation be made for any complaints that are made after the date of departure, or where you have denied or prevented us or our agents the opportunity to try to put matters right during the Booker's stay.
18. Damage - Occasionally accidents do happen and any losses must be paid for. The property will be checked and cleaned before arrival but if you have any difficulties please contact Villa Hayat. Should you find on arrival any damage or non-working items you will notify the owner immediately so that matters can be rectified.
19. Any unresolved disputes can be referred to the jurisdiction of the English Court only and will be governed by English Law.

## 20. Wi-Fi usage

The availability of any Wi-Fi service in the property is not guaranteed. In the event that Wi-Fi is available in the property, the Booker agrees not to use the Service to access Internet Services, or send or receive e-mails, which:

- Are defamatory, threatening, intimidatory or which could be classed as harassment;
- Contain obscene, profane or abusive language or material;



- Contain pornographic material (that is text, pictures, films, video clips of a sexually explicit or arousing nature);
- Contain offensive or derogatory images regarding sex, race, religion, colour, origin, age, physical or mental disability, medical condition or sexual orientation;
- Contain material which infringe third party's rights (including intellectual property rights);
- In our reasonable opinion may adversely affect the manner in which we carry out our business;
- Involves downloading, altering, e-mailing and distributing copyrighted content unless certain that the owner of such works has authorized its use by you
- Constitutes or is capable of constituting a criminal offense or is otherwise unlawful or inappropriate, either in the United Kingdom or in any state throughout the world.

The Booker agrees to compensate the owners fully for any claims or legal action made or threatened against the owners by someone else because the Booker has used the service in breach of these Wi-Fi usage terms and conditions.