



BOOKING & CANCELLATION POLICY

BOOKING ENQUIRIES

Each property's availability calendar provides an accurate guide to availability. However, availability can change at any time. Therefore all enquiries will be confirmed by Global Villas Ltd via email. Please either submit the enquiry form or email your enquiry to us at info@globalvillas.com.

PROPERTY CAPACITY

Each property has a maximum allowable capacity which needs to be strictly adhered to. Children in camp cots or cribs may not be counted as part of the allowable numbers.

SOLE USE OF THE PROPERTY

Each property is rented as a unit to only one party at a time. It is not possible to rent individual rooms.

CHECKING IN & OUT TIMES

Check-in time is 14.00. Check-out time is at 10.00. Where possible, we will try and accommodate requests for early/late check-in/out free of charge if required.

CHILD POLICY

We welcome children under the age of 18 as long as they are accompanied by an adult guardian, but we cannot assume any responsibility for their safety whilst on the properties.

PAYMENT

A 50% deposit is required to confirm the booking, and the balance will be due 21 days prior to guest arrival. Timeous correspondence in this regard will be sent to you. Incidental costs should be settled by the guests in local currency or US dollars on check-out.

PAYMENT METHOD

Payment is via PayPal or a transfer into our bank account. You do not need a PayPal account to pay via PayPal, you may use your credit card. Details of how to complete payment will be provided with your booking quote.

CANCELLATION

If the guest cancels they can receive:

- a 100% refund of the total cost if they cancel more than 12 weeks before check-in.

- a 75% refund of the deposit if they cancel 8-12 weeks before check-in.
- a 25% refund of the total cost if they cancel 3 weeks or less before check-in.

Paid rental amounts for cancellations will be refunded if the villa can be rebooked for the period of the initial booking. If only a portion of the rental time is re-booked, a pro-rated refund will be made. The guest is liable for the PayPal or bank fees charged for a refund.

It is highly recommended that all guests take travel insurance to cover the eventuality of a cancellation.

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