

6. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. We will do everything possible to deal with any difficulties both quickly and effectively.

The owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

7. Swimming Pool - Open June to September - 12m x 6m x 1.5m.

Pool towels not supplied - please bring your own towels. No swimming between 20.00 hours and 09.00 hours. No diving as the pool is only 1.2m deep. No drinking glasses or bottles to be used around the pool (plastic only please) or food (crisps etc). Children to be under parent's supervision at all times as the owners cannot be responsible for their safety as there is no lifeguard on duty.

8. General

Whilst every possible effort will be made to maintain the pool and household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon possible. The villa is a no smoking property so we would appreciate smoking to be kept to outdoors. If the villa needs to be fumigated due to excess smoke a minimum charge of £50 will be levied.

9. Car parking allocated and at owners risk.
governed by English law.

10. These conditions are