

# important information

We provide a pre-departure resort information guidebook which contains essential advice, helpful tips and emergency contact numbers. This is sent with your travel documents approximately 7 days prior to departure. However, you must read the following important information and booking conditions to confirm that you accept our terms prior to making your reservation. Once the reservation has been made you are deemed to have read and accepted these conditions.

## Brochure accuracy

We always go to great lengths to ensure that the contents in our brochure and website are as accurate as possible. Circumstances can change and we will notify you in writing as soon as possible should they affect your holiday. All our staff have great knowledge of the properties, therefore, if there is something that may affect the overall enjoyment of your holiday then please do not hesitate to ask and double-check with us, for example, is the pool completely private? Will road noise be heard at the property? Are there neighbouring villas or properties attached? I would like complete privacy: may I request no maid service and limited access to the garden and pool by maintenance? May I request a visit from a resort representative? Where walking distances are indicated, the walks are often on unmade and unlit country roads and should only be undertaken during daylight hours and by confident walkers, and are not always suitable for young children or prams. All prices on the website may be amended at any time without notification. Additional photographs of properties will be added to the website as soon as they become available so continue to check the website for further information and photographs.

## Maid service and cleaning

Our maid service is a minimum of once per week in all our properties (unless stated otherwise). Linen and towels are provided (please bring your own beach and pool towels). Linen is changed once per week (arrival day) and towels twice; the cleaners will change the towels on arrival day and on their midweek visit. Maid duties are to make beds, clean bathrooms, generally tidy and sweep around, not a full clean. They unfortunately do not have time to wash up or clean barbecues. We can arrange extra maid service at the pre-booked rate of £30 per hour (minimum charge two hours per visit). Maid service is of course done to the best of their ability. However because of the tight restrictions on change-over days properties may not be entirely spotless like a hotel, for example there may be dust under a sofa or bed, so we ask you please to be reasonable. On your arrival it is normally the previous guests who have washed the crockery and cutlery, we therefore ask that you keep the property tidy and leave it as you would expect to find it. Remember most of our properties are people's homes and therefore please respect them the same as your own. The pool and gardens will also be maintained during your stay. Please contact the local resort office immediately if you have any issues locally with maid service or cleaning.

## Trouble-shooting

Although the properties are regularly inspected, from time to time unforeseen problems may arise, as with anyone's home. Over the course of the season certain items such as cutlery, crockery, glassware, light bulbs, linen and towels, sun-beds and minor electrical appliances may have been broken or removed by previous guests without our knowledge. This is why it is imperative you report any missing or damaged inventory items to our resort office as soon as possible, which will enable us to do our utmost to replace or repair the item within a reasonable timescale. If you have reserved a property within walking distance of amenities then it is not unreasonable to expect a degree of noise from either traffic or local amenities. Please feel free to ask our advice on any matter regarding your holiday and we will provide honest answers and views.

## Resort Office

In all our featured resorts we have a dedicated resort office ready to handle your call and to deal with any situation that may arise, for arranging local excursions and general resort information and advice. If you would like a resort representative to visit you during the first few days of your stay then this must be pre-booked in the UK before your arrival in resort by emailing [admin@villaparade.co.uk](mailto:admin@villaparade.co.uk).

## Items to take with you

**Essential check list** > Passport > Flight tickets/ check-in voucher > Insurance policy > Driving license (card and paper copy) > Car rental voucher > Accommodation directions > Key details > Currency (credit and debit cards) > Mobile telephone and rechargeable adaptors > I have advised Villaparade of my flight arrangements

**Household** > Washing-up liquid / dishwasher tablets / dishcloth / scouring pad > Travel hairdryer and Spanish plug adaptors (Cyprus is the same as UK) > Torch and candles > Beach and pool towels (or pre-order Villaparade Beach Pack, Mallorca/ Cyprus only) > Hats, caps and sunglasses > Warmer clothes for the evenings for early/late season > Slippers for inside the property and flip-flops for the pool/patio area

**Entertainment** > Portable satellite navigation system > Laptop (WiFi in certain properties) > WiFi zones in most resorts > Table-tennis bats and balls > Tennis, badminton rackets and balls > Golf clubs and balls > DVD's and CD's for use in the property > Pack of cards and reading books

**Toiletry Medical** > Prescription medication > Sun-cream/ after-sun lotions (higher factor for babies) > Insect and ant spray, mosquito plug-ins and tablets

**Children** > Child car seat(s) (if not pre-booked) > British baby supplies can be bought locally > Armbands > Baby utensils / cutlery

## Before you go

Please ensure you have provided us with your full flight details by emailing [admin@villaparade.co.uk](mailto:admin@villaparade.co.uk) no later than 28 days prior to departure. Please note no changes or amendments are allowed within 72 hours of departure without incurring extra administration costs. Approximately seven to ten days prior to your departure we will email you all your car hire and accommodation vouchers plus your villa directions. You will also receive in the post a villa pack containing flight tickets/ vouchers (if applicable) a resort information guidebook, ticket wallet and luggage labels and vouchers for any pre-paid extras. (Don't forget to book your meet and greet airport car parking with us). To stop any unwanted guests visiting your house whilst you are on holiday please cancel papers and milk, don't close curtains, leave a key

and contact number with your neighbour, cut the grass, try and keep valuables out of view and secure your house.

## Your Arrival Day

The villa or apartment will be available for entry from 3pm. You should not arrive earlier than this as it may be the only time that general maintenance, garden and pool work can be carried out. If you do arrive before the specified time then why not try one of the many café-bars en-route and sample some of the local cuisine for lunch? Alternatively you can do your food and drink shopping at one of the large supermarkets or local supermarkets. The petrol stations often sell a selection of food and drink and most are open until 10pm. If you have pre-ordered any hampers, beach packs or other hireable items then they will be delivered to the villa mid to late afternoon.

## Your Departure Day

On your departure day you must depart before 10am. If you have a late flight then why not spend the last few hours of your holiday on the beach? We are able to pre-book day rooms or luggage storage, some with shower facilities, at a number of hotels which you can base yourself at before your journey to the airport. These rooms are available from approximately £55 per room and can be pre-booked in resort subject to availability.

## Villa Occupancy

A number of our properties can accommodate one extra bed above the stated occupancy. An extra bed will be in the form of a fold-up camp bed or Z-bed and can be added to certain properties for a supplement of £75 per week. Please bear in mind that the facilities of the property only cater for the maximum occupancy stated. You must advise Villaparade of all the names of those travelling and their flight details as soon as possible, prior to departure. You must also advise of any extra members of your party who are arriving during your stay. Failure to do this will result in a lack of towels and bed linen and also invalidates your holiday contract with us. Only the persons named on your booking before your departure will be allowed to occupy the accommodation and under no circumstances may the maximum number of persons be exceeded after the first agreed extra bed. The villa owners reserve the right to visit their property at any time to undertake essential maintenance work, pool cleaning and gardening, anybody found to be over occupying the property will be asked to leave.

## Villa Security

To help you to protect your valuables each property has a safety deposit box. You must advise our local resort office immediately should this be not operational. Please use this immediately for your valuables upon your arrival. Also remember when you are using the pool or garden area at your property keep the front door and windows locked to deter any opportunistic thief. Do not worry as break-ins are very rare in the resorts but please heed our advice.

## Water and hot water

Water shortages and pressure reductions may occasionally occur and supplies may be cut off without notice (especially in high season). We cannot be held responsible if this is beyond our control. The local technicians will do everything in their power to sort out any problems. Tap water is not drinkable. It is fine to cook, boil kettles with and clean your teeth. Bottled water is cheap and available everywhere, please use plenty for drinking water and making ice.

## Electrical Appliances

All our properties are installed with electrical appliances to add to your holiday enjoyment. The electrical appliances are clearly stated in each description. Whilst we endeavour to have them serviceable throughout the season, as with all electrical appliances they do occasionally fail, due in most cases to a lack of understanding of their operation. Villaparade, whilst promising to have any such appliance repaired as soon as possible, cannot be held responsible for the lack of a facility. As with the U.K. engineers do have a specified call out pattern and it may take up to 7 days before a visit can be arranged or part ordered.

## Air-conditioning and Heating

Please use sparingly. Air-conditioning uses an incredible amount of energy which, particular on an island, is a valuable resource. Do not use it if any windows or doors are left open. If it is being used when windows or doors are being left open the owner reserves the right to withdraw this facility. It must also be switched off whenever the property is vacant. All the air-conditioning is on a timer and is available for use between 6pm and 8am. The air-conditioning, unless otherwise stated, is usually fitted in the bedrooms only and acts as a cooling and heating system. Single bedrooms do not have air-conditioning as the rooms are too small for the units. Please refer to our booking conditions with regards to breakdown or part failure of the air-conditioning.

## Television

Whilst all our properties have televisions with satellite features, there are often very limited English channels on offer which is the main reason we provide a DVD player. The lack of channels is primarily because analogue has been switched off and British satellite broadcasters do not support satellite broadcasting outside the UK. A lot of our villas have a local digital satellite system which offers a small selection of English channels but the majority are local channels and other European channels. A small number of our properties do have digital-boxes and more English channels. Please call for further details.

## Rubbish and Pests

Unlike the UK rubbish is not collected from the properties, there are special bins provided, usually at various points at the roadside, including the end of lanes, junctions and lay-bys. Sometimes these have a wooden front to them hiding them slightly but the information book in the property will provide details of the nearest ones if you cannot find them. Rubbish MUST be removed from the property and placed

in these bins every day, preferably in the evenings so it is not left out overnight and avoiding the heat the next day. Ants are a persistent problem in all counties with hot climates so taking the rubbish away regularly will help to keep them under control. You must also keep all food including baby bottles covered up and in the fridge and bread in the microwave. Leaving the smallest amount of food, sweet drinks or even crumbs lying around for any length of time or overnight, will result in infestation. Also, if rubbish is left outside the properties doors, cats and wild animals can get into it, making a terrible mess which will attract other animals. Rubbish begins to smell very quickly and the smell takes a long time to go away. For this reason and for the courtesy of the next guests please remove all rubbish on the last day when vacating the property. It may be a while before the cleaner arrives and it is unfair for the new guests to walk in to a villa that smells badly. Please always remember that these properties are peoples' home's and you should treat them with the same respect that you treat your own home. Villaparade cannot be held responsible for any discomfort or inconvenience caused by the climate, the particular flora and fauna and wildlife, including, but not limited to, insects, flies, ants, barking dogs, goats, donkeys, chickens, rodents, sheep bells or anything else reasonably expected to exist in the environment in which many of the properties are situated.

## Flight Delays

Delays sometimes occur. In the event of a travel delay airport refreshments or meals are provided when appropriate. We will not do this ourselves as such arrangements will normally be the responsibility of the airline. If you have taken out our recommended Holiday Insurance or a comparable policy you should have cover against delays. No refunds are given for unused accommodation in resort as a result of outbound delays.

## Passport

If you are a British citizen you will need a full ten- year passport (or five-year child passport if under 16) to travel. Please check that it will be valid for a minimum of 3 months after your return from holiday. Please do this at an early stage as it can take 4-6 weeks at busy times to get a new one from the passport office. Application forms are available from the Post Office, or the Passport Office Application Form Hotline on 0906 517 9358. The Passport Office Helpline is 0870 521 0410. You can view the website for all this information at [www.passport.gov.uk](http://www.passport.gov.uk). Do make sure that your passports and air tickets are in the same name and with the same initials. Children aged 16 and over or wives and children travelling must have their own passport. In the past babies and children could be included on a parent or guardian's passport. The law has now changed and ALL children who were not already included on a valid 10 year passport, will need to hold their own passport if they are to travel abroad. It is now not possible to add or include children on British passports. This includes newborn babies and all children up to the age of 16 years. Children aged 16 years and over already have to hold their own passports and are unaffected by these changes. Children who are already included on the existing passport may continue to travel with the passport holder until one of the following occurs: The child reaches the age of 16. The passport on which the child is included expires. The passport on which the child is included is submitted for amendment. Further details can be obtained from the Post Office, Passport Agency or ourselves.

## Visa Requirements

Anyone who is not a British citizen should consult the relevant consulate for information.

Spanish consulate Visa Section	- Tel: 020 7589 8989
Cyprus consulate Visa Section	- Tel: 020 7321 4100
Portugal consulate Visa Section	- Tel: 09065 540 789
Dubai consulate Visa Section	- Tel: 0207 581 1281

## Foreign Office

The Foreign & Commonwealth office produces up-to-date travel information to help British travellers make informed decisions about travelling abroad.

For further information please visit [www.fco.gov.uk/en/travelling-and-living-overseas/](http://www.fco.gov.uk/en/travelling-and-living-overseas/) or Tel: 0870 606 0290 Alternatively you can contact ABTA's Travel Information line on Tel: 0901 201 5050 (calls are charged at 50 pence per minute).

Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons) Full details of our data protection policy are available upon request. This is intended as a guide only and cannot be a substitute or specific legal advice.