

PCI Holidays – BOOKING CONDITIONS

Issued by PCI on behalf of all property owners or agents promoting or renting accommodation through the PCI programme.

1.1 Provisional Booking -When you have selected the property and dates you require ring us to check availability and discuss any details that might need clarification. You can then make a provisional reservation on the phone or via the internet which we will honor for 3 days whilst you complete your Booking Form and send it, with the required deposit, to confirm the booking.

1.2 Deposit - A deposit of 25% of the total value of the booking including car hire, is required. It must accompany your completed Booking Form to constitute a booking. Deposits can be taken over the phone by use of the major credit cards if you prefer, but the booking will not be confirmed by us until we have received the completed Booking Form.(N.B. there is a 2% fee for both Credit Card and PAYPAL payments. No charge is made for debit cards)

1.3 Payment - 8 weeks prior to departure the balance is due or as shown on your booking confirmation. If the Company does not receive the balance, we reserve the right to cancel the booking, retain the deposit paid, levy cancellation charges (see Note 1.6) and to re-sell the holiday.(N.B. there is a 2% fee for both Credit Card and PAYPAL payments. No charge is made for debit cards)

1.4 Booking Form Details - Our concern is for you to have an excellent, trouble free holiday in one of our properties. To enable this to happen we require certain information from you so that we may plan and prepare for what you require. A fully completed Booking Form is necessary for us to do this. We hope we have made the form as uncomplicated as possible, we have certainly tried. Please help us to help you by completing all the details we request. The accommodation may only be used by the persons listed on the Booking Form unless subsequent arrangements are made and agreed with us. A contract only comes into existence when PCI Holidays have issued a written confirmation of the booking.

1.5 Changes by You We will do our best to make any changes which you may request after we have sent confirmation of your booking. A charge of €30 per booking form will be made for each significant change to cover our administration costs. Also after the payment of final balance, any change to the booking or additional items will incur a €30 amendment fee. If we are unable to make any change which you request and you do not wish to continue with the booking as made, then the booking will be treated as cancelled on the date of your request for the change. Refunds will not be made unless travel tickets and documents are returned to PCI Holidays. Refunds cannot be granted on partially used tickets or tickets returned without endorsements. The same charges will also be levied locally, in Pals or Menorca, if changes are made upon arrival.

1.6 Cancellation We do strongly advise you to insure yourself against cancellation. In certain circumstances it can reduce your cancellation costs considerably. If you wish to cancel your holiday in whole or in part after your booking has been confirmed you should inform us in writing as soon as possible. If you do cancel we reserve the right to charge a cancellation fee on the following scale:

Amount of notice you give us:

Over 57 Days cancellation fee (as a % of total): Deposit Only

Between 56-43 cancellation fee (as a % of total): 40%

Between 42-29 cancellation fee (as a % of total): 60%

Between 28-15 cancellation fee (as a % of total): 85%

14 days or less cancellation fee (as a % of total): 100%

No refunds are made by us for cancellations made 14 days prior to the date of departure.

If you are prevented from proceeding with your booked holiday but wish to transfer your booking to another person who satisfies all the conditions applicable to the holiday, this is possible. You must, however, give us sufficient notice in writing and we reserve the right to refuse if there is not time to re-issue and despatch documents (usually two weeks before departure). Standard amendment fees of €30 will be charged, together with the cost of any special delivery/postal charges that may be incurred.

2. DAMAGE & DAMAGE INDEMNITY

2.1 The properties you will be using are invariably second or holiday homes of individuals like yourselves. Breakages do occur, we understand that, but do please report breakages or damage to our local representative so that we may replace or repair them, both for your own benefit and that of others following. Please do not attempt repairs yourselves unless agreed to by our local representative.

2.2 As an extra precaution on behalf of the owners we require you to pay us a refundable damage indemnity of £120 for properties up to 2 bedrooms, €200 for properties 3 bedrooms or more, independent villas 10% of your holiday rental (minimum of €300) up to a maximum of €400. We are happy to hold credit card details as security against the damage indemnity and will not process it unless required as a result of damage. However, if you send this as a separate cheque when you pay your balance we will not bank it but simply hold it with your Booking Form. It will then not be debited to your Bank Account. However, if you include it within your final payment cheque it will, of course, be banked. If not called upon the cheque will be returned to you within three weeks of your return.

2.3 If you should forget to pay local bills incurred at our local office, i.e. baby-sitting or T.V.hire, we do reserve the right to deduct such amounts from your damage indemnity cheque.

3. OCCUPANCY TIMES

To give our cleaning staff sufficient time to make the properties as clean as you would like for your occupation, we ask you to observe the arrival and vacation times. Arrival should be no earlier than 1600 hours (unless by special arrangement). Departure should be before 1000 hours (unless by special arrangement).

4. ADDITIONAL BEDS

Extra beds are sometimes already available in the advertised properties and can be used by prior arrangement and an extra charge. Alternatively our local representative will always have a limited number of 'Z' beds available. Please request extra beds at time of booking and on booking form, the cost will be advised to you at that time.

5. CLEANING, MAID SERVICE, LINEN CHANGE

5.1 Cleaning - Most properties have cleaning together with linen change included in the price, but please see information on pricing panel for full details. In all cases extra cleaning is available at additional cost. Please enquire if this is required.

5.2 Maid Service - This is available by the hour (but not less than two hours) at additional cost. Should you be having one of our larger villas and require a more frequent maid service, special rates may apply, please enquire.

5.3 Cleaning on Departure - We certainly do not wish to spoil your holiday by asking you to spend an excessive time cleaning and tidying. But please remember you are in someone's home. We would like you to leave it as you found it. If we do have to spend excessive time cleaning a property after your departure we will deduct the extra cost from your Damage Indemnity cheque.

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6. UTILITY SERVICES

The main power supply in Spain is 220 volts. Any of your own appliances will require adaptor plugs. Electricity, gas, water are all included in the rental charge. In 'out of season' lets there might be a charge for any heating need.

7. LOCAL SERVICES, SWIMMING POOLS AND SPECIAL REQUESTS.

Should you require additional services for your holiday such as cots/high chairs, food starter packs, or baby sitting, this can be arranged. Swimming Pools are normally available between June and September, but may be open outside these dates. Please ask at the time of booking and also note on your booking form if this or any other special requests are essential to your holiday and we will advise if they are possible and note them on your confirmation. If you indicate to us at the time of booking the services you require we will advise if these are possible at the property you have chosen. We can only accept responsibility for problems at properties where we have been advised by you in writing of any limiting factors, i.e. any medical conditions such as disabilities or nervous disorders or consideration of safety of young children.

8. PETS

Most owners will not accept pets in their properties. Pets will not be accepted unless by prior arrangement, when a charge will be made. Where arrangements have not been made pets will be kennelled at clients cost.

9. OUR COMMITMENT TO YOU

9.1 Changes or Cancellation by Us - It is unlikely that we will have to make any changes to your holiday but we do plan the arrangements many months in advance and sometimes changes have to be made. Most of these changes are minor, and we will advise you at the earliest possible date. If the change is of a major nature (eg. Involves a delay in the holiday start of more than 24 hours, or a change of accommodation to a lesser category than originally booked) you will have the choice of the following:

- a) *accepting the change of arrangements,*
- b) *accepting another holiday available from us,*
- c) *cancelling your holiday.*

If you choose a) or b) we will pay reasonable compensation as shown below. If you choose c) we will refund you all money you have paid plus reasonable compensation on the scale shown below.

*Period before departure within
which a major change is notified to you:*

Over 56 Days

Between 30-56

Between 15-29

Between 01-14

compensation per passenger: Nil

compensation per passenger: €10

compensation per passenger: €20

compensation per passenger: €30

IMPORTANT - PLEASE NOTE

Compensation will not be payable if we are forced to cancel, or in any way change your holiday due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions, or any other reasons outside our control amounting to force majeure. Flight/ Ferry delays are not considered to be alterations by PCI Holidays. In the event of such delays the carrier may well make alternative arrangements at the point of departure.

9.2 Prices - Our prices are based on known costs and projections in January 2010 and we do not expect to have to make any changes. The price of your holiday is, however, subject to surcharges on the following items: government action and currency fluctuation. Even in this case we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. If this means paying more than 10% on the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid except for any premium paid to us for amendment charges. Our prices include taxes & on all holidays in EEC countries.

10.3 Our Responsibility - We have taken care in choosing the accommodation and other services and facilities for inclusion in the holidays we offer and we have described them in accordance with the latest information we have at the time of publication. However, self catering accommodation is invariably individually owned and will always vary from one apartment to another in the same development or between villas of a similar type. Any interior photographs used can only be typical of what to expect and not necessarily exactly the same. PCI Holidays reserve the right to alter any description of facilities, services or prices at any time before a contract is made. We will notify you of any changes when you make your booking. We will advise you of any modification or building work being undertaken in the property or grounds of the property you have rented, which are directly under the control of the owner. We cannot, however, be held responsible for any works that may be undertaken in adjacent properties or land which are not directly under the control of the owner. We accept responsibility for ensuring that all elements of your holiday are as described and are of a reasonable standard. We also accept responsibility for every service which we are contractually obliged to provide, irrespective of whether such services are provided by our own employees or agents, or by sub-contractors or suppliers. However, in the event of death, bodily injury or illness caused to the signatory to the contract and/or any other person named on the booking form, we can only accept responsibility if the occurrence results from the negligent acts and/or omissions of our own employees or agents.

10.4 Complaints - If you have a problem or complaint during your holiday please bring it to the attention of the management on the spot so that they have the opportunity to put it right. If the matter cannot be resolved locally and you wish to take it up with us on your return, please write to PCI within 28 days of your return from holiday. Please quote your booking reference number and give full details so that we can make a thorough investigation.

N.B: Failure to advise our local office at the time of any problems whilst at your resort will mean that we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify any problems.