



## **BOOKING CONDITIONS**

### **1. CONTRACT**

These booking conditions, together with the specific information about your accommodation, are the basis of your contract with Lyla Beach Villa (Pty) Ltd ("we", "our", "us") company registration number 8431702-1 and registered address at Pointe au Sel, Mahe, Seychelles

### **2. PRICES**

You will be advised of the price of the accommodation you wish to book before your booking is confirmed. We reserve the right to alter the advertised prices of unsold accommodation at any time.

### **3. MAKING A BOOKING AND PAYMENT**

When you request to book the Villa we will confirm your reservation, subject to availability. When your booking is confirmed, we issue you a confirmation invoice and you must pay a non-refundable deposit of 20% (of the full cost of your booking). The balance of the cost is payable 6 weeks before arrival. Payment for your booking by credit or debit card is subject to a bank handling charge of 3%.

### **4. YOUR RESPONSIBILITY FOR YOUR BOOKING**

By making a booking, you confirm that you are at least 18 years old and are authorised to make the booking. It is your responsibility to ensure that the other party members are aware of, and agree to comply with, these booking conditions. You accept financial responsibility for payment of the booking on behalf of all persons detailed on the Booking Form and will notify us of any changes or cancellation.

### **5. INSURANCE**

It is your responsibility to ensure that you are adequately insured. We strongly recommend that you take out insurance, which should include cover against the cost of cancellation by you and assistance (including repatriation) in the event of accident or illness.

### **6. YOUR ACCOMMODATION**

Your booking at Lyla Beach Villa is reserved exclusively for the people named on the Booking Form. No other persons are permitted to stay at the Villa, nor can you arrange for visitors to the Villa for the purpose of events like parties, celebrations or other large gatherings unless this has been agreed with us in advance in writing.

### **7. DAMAGE TO PROPERTY AND ACCIDENTAL DAMAGE DEPOSIT**

Bookings are subject to a refundable Accidental Damage Deposit to be payable locally on arrival. You will be informed of the amount at the time of booking.

Except for any damage caused accidentally resulting in loss of less than €100, full payment for damage or loss must be paid directly to us prior to departure from the Villa.

## **8. CARE OF THE VILLA**

When you book Lyla Beach Villa, you accept responsibility to:

- a) Keep the Villa and its contents in the same condition as found at the beginning of the holiday
- b) Keep the Villa secure and safe when you go out by making sure all doors and windows are properly locked. We do not accept liability for loss, or damage to the personal effects of guests while staying at the Villa.
- c) Keep all doors and windows closed when the air-conditioning is on
- d) Smoking is not allowed inside the villa and may only take place in outside open-air areas

## **9. CHECK-IN AND CHECK-OUT**

The normal check-in time is 15:00hrs local time. Housekeeping staff have sole access to the Villa until this time to prepare for your arrival, therefore, check-in prior to this time is not permitted. Normal check-out time is 11:00hrs local time. To guarantee early check-in or late check-out you must book one night before your arrival date or one extra night at the end of your stay.

## **10. SPECIAL REQUESTS**

If you have any special requests, please let us know at the time of booking and we will do our best to accommodate your requests although this cannot be guaranteed.

## **11. ADDITIONAL SERVICES**

To assist with your holiday arrangements, we may direct you to travel partners who provide services such as car hire, excursions or transfers. Your contract for any such service will be with the partner directly, is subject to their terms and conditions, and will be subject to the local law and jurisdiction of Seychelles.

## **12. COMPLAINTS**

If you have a problem relating to your accommodation, please inform the Villa Host as soon as possible at [host@lylabeachvilla.com](mailto:host@lylabeachvilla.com) and we will do our best to try and find a solution during your stay. If your complaint cannot be resolved by us, please follow this up with us within 28 days on your departure from the Villa.