

### **Booking Guidelines:**

Below is a step by step guide on, generally, how we expect bookings to be transacted, we can be flexible if required, so please don't be afraid to ask!

Check our availability calendar for your preferred dates – we usually can accommodate guests' on change over days.

Once we have agreed your dates our availability calendars will be blocked out with your booking and the agreed booking deposit is then required. This deposit can be paid by cheque or bank transfer. If we do not have the deposit within a week of the above confirmation (unless otherwise agreed) the property will be made re-available.

Once we have agreed your booking we will require your flight numbers and flight times as soon as possible - if they are not available at the time of the booking.

We will also require all of the guests details along with your home address and contact information.

The remainder of the balance is due 6 weeks prior to the departure date if this is not received the apartment will be made re-available and any deposit paid will be lost. The final balance can be paid by cheque or bank transfer.

We understand how important your holiday is so we always aim to be as professional as possible to ensure your holiday goes exactly to plan.

Guests ideally check in at 4pm and depart by 10am.  
(These arrangements can be flexible depending on the next guests arrival day and time)

There is a 50 Euro cleaning, laundry and facilities charge - this amount is usually left in the apartment upon departure or given to one of our on site representatives.

Cot and pushchair hire is also available – please contact us for costs.

You can also request a welcome pack which will be waiting for you upon your arrival. This pack usually contains water, milk, a bottle of wine, orange juice, margarine, bread and eggs. Please contact us for the costs.

The damage deposit is refunded when keys are returned and we have confirmation the apartment is left in a satisfactory condition.

[www.puebloeljardin.eu](http://www.puebloeljardin.eu)