

## Booking terms and conditions

### Definitions

- (a) The Company means House of Wonders SARL.
- (b) The Client means in addition to the person completing the booking all other persons on whose behalf he is completing the same and he warrants that he has their authority to sign on their behalf.

### Liability of the Company

Please remember when reading through these terms and conditions that we will bend over backwards to try and solve any problems arising during your trip and will try to avoid charging any cancellation fees wherever possible. We will do our utmost to make sure everything goes as smoothly as possible. The company takes no responsibility for loss, damage or injury arising from any shortfall, error or omission in the information passed to the customer during the course of the sale or subsequent delivery of the product.

House of Wonders acts only as an agent for their principles so accepts no liability for loss or damages clients may suffer resulting from any such principles failing to fulfil their obligations; whether related to travel or sport arrangements; accomodation or other. House of Wonders shall not be liable for any loss, damage, delay, accident or inconveniences to any person, their property or luggage, including such that may arise through the negligence of House of Wonders or their principles unless provision to the contrary thereto is made. All clients shall be bound by the rules, regulations and conditions of contract laid down by any carrier on which he/she may travel as a result of reservations made, being free from any liability of any nature arising therefrom.

### Booking

The booking is not valid between the Company and the Client until appropriate deposits have been received by the Company and the Company has sent confirmation of the booking to the Client.

### Transfers

The company is not liable for any knock on effects arising from the failure of any one element of a sale, such as the non-departure of a boat or plane. Any cancellations arising thereof will be completely the responsibility of the customer. It remains the customer's sole responsibility to arrive and depart and travel between all elements of a sale. The customer must check with local operators the exact times and schedules for transport.

### Insurance

Customers are required to provide for themselves all necessary insurances against personal injury, loss, damage, theft, cancellation, delay etc.

### Method of Payment

- (a) On completion of booking: a 30 % deposit of Total Holiday Cost.
- (b) One month before departure (or, if booked within one month of departure, on completion of the booking): the balance of the cost of the holiday. In the event of non-payment on the due date, the Company reserves the right to cancel the holiday and the booking deposit is forfeited.

### Prices and Surcharges

All prices quoted in the Company's confirmation of booking are calculated on the basis of costs and exchange rates of the Euro and the US dollar. The price of your holiday is subject to surcharges arising from local governmental action or changes in currency rates. Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and any amendment charges. Only amounts in excess of this 2% will be surcharged. 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 money paid. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice.

### Cancellations or Alterations by the Company

- (a) In the unlikely event that the Company has to cancel a holiday (except in the case of a client defaulting on payment) or make a material amendment to a holiday after the booking has been confirmed, the client will be informed without delay and will be offered the choice of an alternative holiday or a full refund of all monies paid;
- (b) Provide that the Company complies with these conditions to the best of its ability, the Company is in no way liable for any breach of contract and subsequent claim that may arise from a Client as a result of any inconveniences suffered;
- (c) Under no circumstances will the Company be liable for any claim made against it, if a Client arranges alternative accommodation without prior consultation and agreement in writing of the Company or its Representative.

### Cancellation by Client

Any cancellation of the booking by the client must be in writing from the person who signed the booking. Cancellation will apply from the date of receipt of the cancellation at the Company's office and will involve the following cancellation charges:

- more than 6 weeks before departure: booking deposit;
- 42-28 days before departure: 60% of the holiday cost;
- 27-15 days before departure: 80% of the holiday cost;
- 14-1 day(s) before departure: 100% of the holiday cost.

#### Alterations by the Client

Should the Client wish to make any amendment to the booking after it has been confirmed, there will be an amendment charge of Usd 50 per booking to cover administrative costs.

#### Extra Persons in Villas or Apartment

The number of people stipulated in the confirmation of booking must not be exceeded unless approval is obtained from the Company's local Representative or from the Company's office and the appropriate payment made. Pets are only accepted subject to prior agreement with the Company's office.

#### Damage

Should a client be responsible for damage to or loss of any item of the villa inventory during their occupation of the holiday accommodation, a charge will be made locally to cover the cost of replacement or repair.

#### Brochure photographs

It may prove necessary to remove or change an item of furniture which has appeared in a brochure photograph or on the Company's website prior to your arrival. We try to be as accurate as possible in our descriptions and photographs but reserve the right to make such changes.

#### Exclusion of Liability

The Company cannot accept liability for causes of dissatisfaction which are not notified by the client within 10 days of the completion of the holiday.

#### If you have a complaint

We aim to give you an enjoyable, trouble-free holiday. If you do have a problem or complaint it is important, and in your own interest, to tell our representatives so that steps can be taken to resolve the matter on the spot.

The placing of an order with us is taken as acceptance of our terms and conditions.