

When payment of the deposit has been received you hereby agree to the following terms & conditions.

Cancellation notice must be given in advance in a written form sent by fax or e-mail by the person who originally made the reservation. We regret that we cannot compensate for cancellation due to bad weather, illness and changes in travel plans or travel delays.

Cancellation fee is worked on a sliding scale depending on how close to travel you are. The closer to travel you are the less of a refund you will receive as we are less likely to be able to find an alternative booking.

In a case of "No Show" and/or in the case where no written notice for cancellation is given you will not be eligible for a refund.

A deposit of 20% is taken of the full total to confirm the booking with the balance to be paid 8 weeks prior to travel. Should payment not be received we will cancel the booking and return the deposit less £75 administrative charges. Likewise if you cancel with more than 8 weeks to travel you will receive a full refund less £75 administrative charges.

Payment can be made by Cheque or bank transfer.

In the unlikely case where we have to cancel the reservation (for varying reasons from water damage to unscheduled building works) we will inform you and attempt to re-accommodate in suitable accommodation at a price equivalent to the original agreed. In any case we will not be held responsible for any extra costs the client bears over and above the original price agreed in securing alternative accommodation. When re-accommodation is impossible we issue a full refund to any payments made to us.

To enhance your stay in our home and help you get the maximum enjoyment from your time in Menorca we gladly make available, at no extra charge, the use of our own car and small dingy (with motor). However please note these are made available on a "grace and favor" basis, and do not in any way form part of the money payable for the rent of our home. While we do everything possible to maintain them in good working order we make no commitment or guarantee whatsoever to their availability, and accept no responsibility for providing any replacement should they not be available for guests use, for any reason, during part or all of a guests stay. Use of the car and/or boat is entirely at the risk of the guest/s, and we cannot accept any responsibility for loss, injury or death arising from their use. It can only be driven by adults over 27 yrs under the terms of our insurance policy. The car will be clean inside and out, fully fuelled and checked for damage between each booking.

The car must be left in the same condition at the end of the holiday as at the start. Any damage to the car at the end of the holiday will be payable by you. If there is damage to the car when you arrive please report it to Menorca Home Care and they will come and inspect it prior to use. If you do not report damage to the car prior to use you accept responsibility for it and therefore lose part or all of your deposit depending on repair costs.

The use of the Dinghy and motor is entirely at your own risk and there must be adult supervision at all times. The seas can be very dangerous and we accept no responsibility should you chose to use it during your stay. We recommend life jackets at all times.