

## **APARTMENTS BOOKING PROCEDURES:**

- **STEP 1 - DEMAND.** You send us a reservation form, complete with details of number of persons, your arrival and departure dates, and any additional information you may need. Please state whether you want us to make a pre-booking or need only information.
  
- **STEP 2 - AVAILABILITY & PRE-BOOKING.** We check availability, then answer you either with information about availability, or, in case you asked for a pre-booking, we notify you a pre-reservation has been made in your name.  
In case the apartments required are not available, we'll inform you, or make an alternative proposal in terms of a pre-reservation in another apartment of similar characteristics, always subject to your approval in the same e-mail.  
[www.apartmentsholiday.com](http://www.apartmentsholiday.com) will give you all the information relative to the apartment:
  - Name/identification and address of the apartment
  - Owner's (or his representative) contact data - Details of the reservation: Arrival and departure dates - Total price - Booking conditions(pre- payment) Etc...
  - The date until which we will hold the apartment for you without advance payment - Procedures to confirm the reservation .
  
- **STEP 3 - ADVANCE PAYMENT.** In case you are interested in confirming the pre-reservation, you will be asked to make a pre-payment, as a guarantee of your reservation. This amount is calculated as a fraction of the total cost of your stay (20%).  
  
Depending on the apartment reserved, this amount has to be paid through a bank transfer or By credit card with PAYPAL.
  
- **STEP 4 - CONFIRMATION.** Once we receive notification of your transfer,we will send you an e-mail confirming your reservation and stating the amount still to be paid, as well as other instructions, such as who to contact upon arrival.
  
- **STEP 5 - ARRIVAL.** Upon your arrival, according to your instructions, please contact the owner. To avoid unnecessary waiting and in case of delay, once you arrive to the airport or train station, you will be asked to pay cash and in the local currency the total amount, including fees and deposit, minus the pre-paid quantity, so please have the money prepared!!!  
  
Should you arrive out of working hours, we'll need to be informed at least one week before your arrival of your exact arrival time, in order to inform the owner and organise your reception.
  
- **STEP 6- DURING YOUR STAY.** Should you find anything missing or in bad conditions in the inventory of the apartment, please contact us immediately. Should you accidentally alter anything in the inventory or break anything, or should anything malfunction, please contact us as soon as possible so we can settle things satisfactorily. Should you need anything else we can help you with, please contact us. Please try to contact during working hours
  
- **STEP 7- LEAVING.** As a general rule, you must leave the apartment before 10am on your departure day. If no other guest is expected on this same day, and upon previous communication to the owner, we'll try to be flexible regarding the hour you leave the apartment. The owner or his representative will come to check the apartment, get the keys and give you back the full deposit if no damages are done.