

Booking Policy

When you make your booking, you must pay a deposit. Please note that the deposit is non-refundable once paid. The remaining balance must be paid at least 2 weeks before the date of your stay. If you cancel your booking after having paid the deposit, you will lose the deposit.

You can also opt to pay the full amount of your holiday cost upon booking, the cancellation policy can be found below.

Deposit Amounts

Total Cost of Booking	Deposit Payable
Under £500	£50
Over £500	10% of Total Booking

Note: If you make your booking within 2 weeks of your arrival date, you must pay the full cost of your stay at the time of booking.

Cancellation Policy

The lead of the booking can cancel the apartment reservation at any time. Written notification from the lead name on the booking must be sent to us. Since we incur costs with cancellations, you will be required to pay cancellation charges. Any cancellation made, regardless of time frame will always result in the loss of the deposit that has been paid.

If you have paid the full amount for your holiday in advance, the cancellation charges are shown below and are applicable from the day you give us notice of cancellation. There may be exceptions at our discretion if there are unavoidable or extraordinary circumstances.

Cancellation Notice Period	% of total booking price retained by us
30 Days or more	Loss of deposit
29 - 15 Days	30% (If greater than deposit)
14 - 8 Days	50%
7 Days or Less	100%

Agreement

In making your booking and paying your deposit, or the full amount if within 2 weeks, you accept all terms and conditions stated on this contract.

Definitions

“Perola”, “we”, “us”, “our” means **Perola Apartments**;

“You”, “your”, “lead name” means you, for yourself and on behalf of every member of your booked party.