



<b>Booking and Accommodation details</b>	
Property name:	
Arrival & departure dates:	ARRIVE: _____ DEPART: _____
No. of nights:	
Flight no. and airline:	
Arrival airport:	
Arrival time:	

<b>Payment details (all amounts in GBP £ unless otherwise stated)</b>	
Total cost of rental:	
Deposit amount (20%):	
Balance amount:	
Deposit payment date:	
<b>Please ensure your bank does not deduct any charges from the amount paid to Pure Puglia LTD.</b>	
<b>YOUR BALANCE IS DUE 60 CALENDAR DAYS PRIOR TO YOUR ARRIVAL</b>	
For late bookings only: full balance:	
Security Deposit (to be paid with final balance)	£400 (if the accommodation sleeps up to 6) £500 (if the accommodation sleeps more than 6) PLEASE SPECIFY
To enable us to return your Security Deposit quickly after your departure we require your bank details.	Account Name Sort Code Account Number
Full Security Deposit details are provided below.	If you would prefer you can email these details at a later date. Please note that we will not remind you to send this information again

<b>How did you hear of Pure Puglia? (please provide details where appropriate)</b>	<b>Please tick</b>
Newspaper: which?	
Magazine: which?	
Search engine: which?	
Recommendation:	
Repeat Customer:	
Other:	

## **BOOKING TERMS AND CONDITIONS**

### **THE SIGNATORY ON THE BOOKING FORM IS RESPONSIBLE FOR ALL PAYMENTS TO US IN RESPECT OF THE BOOKING**

In these Booking Terms and Conditions 'you' and 'your' refers to all persons named on the booking form (including anyone who is substituted or added at a later date) and 'we' or 'us' or 'our' refers to Pure Puglia.

### **YOUR SIGNATURE**

Your signature on the booking form is taken as your party's acceptance of the 'Booking Conditions' and all information contained in 'How to Book' and 'General Information' which can be all be found on the website and which also will be provided to you by e-mail or letter immediately after your telephone or email reservation is made. The information stated in these documents applies to you and all members of your party. All bookings made are subject to the 'Booking Conditions'.

### **RESERVATIONS AND BOOKING**

Your initial reservation may be accepted by telephone and but will be confirmed by email. In order to confirm the booking you must complete this booking form and send it together with the deposit (or full payment for late bookings) within 5 working days of the email confirmation. Failure to do this may result in the termination of your reservation. A confirmation letter and invoice of your reservation will be issued upon receipt of your completed and signed Booking Form and deposit.

### **CONTRACT**

No binding contract exists between you and us until we have issued your confirmation letter. If there are any significant changes to be made to the booking form after the confirmation has been received, an amended set of forms must be completed and signed. Your contract with us and all matters arising from it, incorporating the booking conditions, general information and terms and conditions are governed by English Law and are subject to the jurisdiction of the Courts of the England and Wales.

### **PARTY LEADER**

The party leader is the person named as the lead on the booking form, to which all correspondence and invoices are addresses and to who is responsible for the rental. If there are any name changes an amended set of forms must be completed and signed.

### **PAYMENT**

THE SIGNATORY ON THE BOOKING FORM IS RESPONSIBLE FOR ALL PAYMENTS TO US IN RESPECT OF THE BOOKING.

The deposit of 20% is payable within 5 calendar days of confirmation of the booking. THE DEPOSIT IS NON REFUNDABLE. The balance of the rental must reach us 60 calendar days prior to the departure date and by the date stated in the Invoice. If it does not reach us within this time we reserve the right to cancel the booking. Payments are accepted in Pounds Sterling and are payable directly into the bank account, of which details will be provided. **Please ensure your bank does not deduct any charges from the amount paid to Pure Puglia LTD.** The deposit can be paid by cheque (payable to Pure Puglia Ltd) or by bank transfer to the following bank account:

Account Name	Pure Puglia Limited
Sort Code	55-81-07
Account Number	84557141
NatWest, West Malling Branch, 43 Swan Street, West Malling, Kent ME19 6HF	

### **LATE BOOKING PAYMENT**

If the booking is made less than 60 calendar days prior to the departure date it is classed as a 'Late Booking' and 100% of the total cost of the rental and the Security Deposit is payable in full within 2 working days and to be paid directly into Pure Puglia's bank account.

### **CONSUMER PROTECTION (DISTANCE SELLING) REGULATION 2000**

Under the Consumer Protection (Distance Selling) Regulation 2000 ("the Regulations"), you are entitled to a seven day cooling off period starting from the date on which you enter the agreement to use our services via a means of distance communication provided for under the Regulations such as, but not limited to, telephone, fax, e-mail, website, catalogue, unaddressed or addressed printed matter and if thereafter you have received confirmation of our acceptance to perform the Services via a durable medium such as e-mail or letter. The cooling off period and the right to cancel do not apply to any contract for services that begin before the end of the cooling off period. Therefore, if you agree that our services should commence immediately or if you use our services immediately then you will not be able to cancel the contract you have with us.

### **PRICES**

Your rental price will be as detailed in your invoice. The prices are in sterling are valid for rentals during 2010 period. Pure Puglia reserves the right to change the prices should the sterling – euro rate fluctuate significantly and you will be informed in writing of any changes. You will be informed in writing of any changes or price adjustments subject to the correction of errors. We reserve the right to correct any errors regarding prices both advertised and confirmed.

### **CANCELLATION BY YOU AND CHARGES**

We reserve the right to apply reasonable costs for services provided and therefore will retain a percentage of the prices quoted. This is because of the time and materials expended as well as but not limited to any other consequential costs incurred such as turning down other potential work or engaging the services of other individuals, persons, firms and companies.

Any cancellations by you must be conveyed in writing (including email) by the lead person who signed the booking form. Depending on when the notification is received our cancellation charges are:

- Up to 60 calendar days before departure – Deposit only (20% of the total cost).
- Up to 40 calendar days before departure – 50% of total cost
- Up to 20 calendar days before departure – 75% of the total cost
- Less than 20 calendar days before departure – 100% of the total cost

The charges are based upon the charges and expenses that occur as a result of a cancellation. The date of the cancellation will be taken to be the date that we receive this letter. If the reasons for your cancellation fall within the terms of your personal travel insurance policy then any cancellation charges can possibly

be refunded to you by the insurance company. Please note that we strongly recommend that all members of the party have appropriate and personal insurance cover.

#### **CANCELLATIONS OR CHANGES BY US**

Very rarely it may be necessary for Pure Puglia to cancel a booking. In such an event we will offer the client another property of equivalent standard, description and location (subjected to availability) and reserve the right to transfer your booking to that property or give a full refund or all monies paid. If you choose a more expensive accommodation as an alternative you will be liable to pay the difference in cost. If it is less expensive we shall refund the difference to you. If no suitable or similar property is available we will refund the total amount paid to us for the rental. We will only give a refund if the booking is cancelled by us. If you cancel the booking you are liable to pay the charges as described in 'cancellation by you and changes' paragraph above. If we have to amend or cancel the booking we cannot accept liability of any costs or charges that arise from other services or travel arrangements. We regret that you will not receive any compensation if there is a change or cancellation to the accommodation/booking whether this is due to force majeure or other reasons. Occasionally we have to make changes to or correct errors on our website before and after bookings have been confirmed. Whilst we try to avoid changes or cancellations we must and hereby do reserve the right to do so.

#### **CHANGES BY YOU**

Should you wish to make any changes to your confirmed booking you must inform us in writing as soon as possible. We will try our utmost to accommodate your requests, however we cannot guarantee to meet any such requests and where applicable extra costs or payments may be incurred. You will be informed of these costs before we make any changes that could incur such extra costs.

#### **FORCE MAJEURE**

We regret that we cannot accept liability or pay compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of 'force majeure'. In these Booking Conditions, 'force majeure' means any event which the booking agent or the supplier of the services in question could not, even with all due care for see or avoid. Such events may include but are not limited to war or the threat of war, riot, civil strife, actual or threatened terrorist activity, government intervention, hijacking, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, flood, accident, storms and all similar events outside our control.

#### **COMPLAINTS**

In the event of a complaint you should first seek satisfaction locally by contacting the property owner or the owner's representative who will aim to resolve any issues. If you cannot resolve the problem locally yourselves, contact us immediately by telephone so we can help. We also recommend that you give a written complaint whilst still at the property, this will enable us to investigate and resolve matters whilst you are still in occupation of the property. We will do our utmost to help resolve any problems within reason. We aim to help to resolve the problem whilst you are still on holiday, we do not wish any issues to affect the enjoyment of your holiday. We will not be able to help once you have returned home. Failure to inform us whilst on holiday concludes that it was not a serious enough problem to justify a complaint on your return. Nothing can be done if you choose to complain once your holiday is over. It is therefore the client's responsibility to speak to the property owner or the owner's representative first if a problem occurs. We aim to assist you before, during and after your stay and hope you have a fantastic holiday. We take all complaints seriously and would like guests to be able to feel they can approach us. We appreciate any feedback and information that we can pass onto other guests.

#### **OCCUPANCY**

The number of people staying at the property must not exceed the stated number of sleeping places indicated in the property description and on your Invoice. Should the number of people in your party as detailed in the booking form change prior to the rental you must notify Pure Puglia immediately in writing and pay extra costs accordingly. Failure to observe these stated occupancy numbers is deemed as a cancellation by you and property owners may refuse admittance to the property and cancel the booking and the appropriate cancellation charges may apply.

#### **ARRIVAL AND DEPARTURE**

Most properties expect guests to arrive after 5pm and depart before 10am. This is to ensure that the property is cleaned and prepared in time ready for any new arrivals. If you are arriving late please inform us so that we can ensure that there will be someone there to meet you upon your arrival. If you are delayed in arrival please inform us using the contact number provided on the accommodation details. It is recommended that you inspect the property with the owner or the owner's representative and ensure that you fully understand the use of any equipment, appliances or facilities. Some properties may require a copy of your passport or identity document for legal purposes/registration.

#### **CLIENT CONDUCT AND DAMAGES**

All properties must be left clean and tidy. Whilst occupying the property it is your responsibility to take utmost care of its contents and facilities and ensure that it is not abused or damaged in any way. You are responsible for closing and locking the property when you go out or depart. Any clients who do not respect the property and behave in an unruly manner whilst occupying it may be subject to eviction and will have to find alternative accommodation at their own expense. The party leader is responsible for any damage caused to the property and its contents, by any member of the party, however accidental. Pure Puglia requires clients to pay a damage deposit along with the final balance. This deposit is normally £400 for properties sleeping up to 6 people and £500 for larger properties. This deposit will be refunded to the client within 7-10 working days after their departure, provided that no damages are discovered following a full inspection of the property. The deposit does not limit your liability to pay the full cost of any replacement or damaged to items or property. We ask guests to always inform the owner or the owner's representative of any breakages.

#### **EXTRAS**

Please ensure that you have settled any extras such as drinks, breakfast, telephone calls, heating, electricity as well as any repairs as result of damages before you depart. Any damages or repair charges will need to be resolved between you and the owners before departure. We are not held responsible for any of such charges; though we will be on hand should you require any assistance. Please contact us immediately should this be the case.

#### **TOURS AND EXCURSIONS**

Please refer to the terms and conditions of tours and excursions provided by Pure Puglia available on request. We are not responsible for any tours and excursions provided by other companies.

#### **TRANSFERS AND TRANSPORT**

Pure Puglia is not affiliated or responsible for any transfers or transport booked independently by you. Should you have any queries or encounter any problems you must refer to the provider and their terms and conditions.

### **OUR LIABILITIES TO YOU**

We cannot be held responsible for death, personal injury, illness, damage, expense, loss of enjoyment, cost or claim of any description what so ever due to unusual or unforeseen circumstances or events that neither we nor the property owners could have anticipated or reasonably avoided even with the exercise of due care.

### **SPECIAL REQUESTS**

Any special requests for hotel bookings such as views, balconies, location in property should be requested at time of booking and are not guaranteed. Some requests may incur an extra charge usually payable locally direct to hotels. If you have any specific requirements please do not hesitate to ask and we will try to accommodate these when booking your accommodation. Pure Puglia does not accept responsibility of any special requests or liability or non-provision of any special requests. Failure to meet any special requests will not be a breach of contract on our part.

### **PASSPORTS AND VISAS**

It is your responsibility to ensure that all members of the party are in possession of current and legal travel and health documents prior to departure. You must pay all costs incurred in obtaining such documentation. Non British Citizens and non British passport holders must check they have the correct visas or documentations in order to travel. Pure Puglia is not responsible for any cancellations of bookings arising as a result of problems with travel and health documentation and cancellation charges will be applied where appropriate.

### **SWIMMING POOLS AND OTHER FACILITIES**

Use of swimming pools is strictly at the clients' own risk and children should be supervised at all times. Swimming pools are not enclosed with fences and there are no lifeguards. Neither the owners nor Pure Puglia assume responsibility for use of the swimming pools. Swimming pools are generally open from May until September but may vary accordingly to weather and are provided at the owner's discretion. Pure Puglia cannot accept liability if such facilities are out of use. Clients with infants or small children who require a crib, cot or high chair should realise that they do not always conform to safety standards and are used at own risk. For many properties which are identified as being suitable for families with small children, our recommendations are based upon our inspections of the property and its facilities and the owner's willingness to accept children at their property. If you are unsure as to whether a particular facility or service is included please don't hesitate to contact us. Pure Puglia is not responsible for any facilities or amenities provided or any problems or occurrences from usage. Pure Puglia acts as a booking agent only for properties and does not act in any way as a tour operator.

### **RESPONSIBILITY**

By completing and signing the Booking Form you and all members of your party acknowledge full awareness of these Booking Conditions, information given in General Information and How to Book documents and agree to accept and abide by the terms stated. Pure Puglia acts as a booking agent on behalf of the properties featured in our Website and in any brochures, and as such your rental contract is with the relevant owner. We are not under any obligation to compensate you for any personal injury, death, loss or damage of whatever nature suffered by you or any member of your party save to the extent caused by our own negligence.

### **DESCRIPTIONS**

Pure Puglia believes that information and descriptions on it website to be factual and correct. We aim to give you as much information and description about the property, its facilities and environment. We cannot be held responsible for any changes made after we have published the information on our website and in any brochures. We cannot be held responsible for any problems that arise outside of reasonable control such as plumbing, weather conditions, and invasion of pests, theft, and breakdown of appliances and owners negligence resulting in loss,, injury or accident. All distances stated in the descriptions are approximate.

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### **DECLARATION:**

I declare that I have fully read and accept the terms and conditions of booking with Pure Puglia as stated in the Booking Terms and Conditions and sign on behalf of all persons stated on this form. I am authorised to do so and I am over 18 years of age. I agree to pay the balance of the rental at least 60 calendar days before departure I understand that failure to do so will result in a cancellation of the booking.

Money kept for cancellation charges or booking fees is used to cover administration costs of Pure Puglia and property owners. I am the lead name stated on this form.

**Authorised signature of Lead Name:**

**Date:**

Please return the form by Post or Fax to:

Pure Puglia Ltd., 19 Stirling Road, West Malling, Kent ME19 4RD

FAX: 01732 873456

Pure Puglia Ltd.

+39 334 831 4133

[www.purepuglia.com](http://www.purepuglia.com)

[info@purepuglia.com](mailto:info@purepuglia.com)

Thank you for choosing Pure Puglia