

Chateau Carman Terms and conditions

Payment

The 25% deposit stated must be paid, is accepted as part payment of the total price and is non refundable, the balance together with £500 breakage / damage fee re 2 bedroom apartment or £1000 for the 6 bedroom chateau (returnable within 10 days of vacating the property) must be paid 8 weeks before the start of your holiday.

(We reserve the right to cancel the booking if balance is not paid by the due date)

If a booking is made by telephone, the completed booking form and deposit must be received within 7 days otherwise we reserve the right to cancel the reservation

Unless we agree to a different arrangement access to the chateau or the apartments is from 2pm and we would ask our guests to vacate the property by 12 noon on the day of their departure

Cancellation by us

If we have to cancel your holiday for any reason we will refund all the monies, you have paid to us, including your deposit, and Endeavour to find you suitable alternative accommodation at a similar price

Cancellation by you

If you have to cancel your holiday for whatever reasons the following charges will apply

In access of 8 weeks prior to the rental date	full deposit
Between 6 and 8 weeks prior to the rental date	50% of total cost
Between 4 and 6 weeks prior to the rental date	75% of total cost
Less than 4 weeks to the rental date	the full rental costs

What is included in the price?

Rental of the ground / first floor fully air conditioned apartment, this apartment has 2 bedrooms, one with a double bed and the other with 2 single beds wardrobes and draws, the living room has a bed settee, a TV and DVD player

With a balcony that overlooks the swimming pool, the mountains and the surrounding farm, the balcony is equipped with tables and chairs

The kitchen dining area is equipped with a table and chairs, a small fridge, a cooker as well as a toaster and kettle, eating and cooking utensils and an iron

There is also a intercom between the house and the main gate
The shower room consists of a shower wc and wash hand basin

All bed linen is supplied and small hand towels are included, but please provide your own poolside towels

Or

The 6 double bedroom house which is described in full on our website

Electricity, calor gas and hot water is included, but please note there are occasional power and water cuts and we cannot be held liable for these

Also please note that if the air-conditioning is left on whilst you are away from the premises you will be charged for additional electricity charges

The common parts of the premises are cleaned daily, sheets and towels are replaced once every 3 days

Your are responsible for your keys, we will provide one key to the apartment / house front door

Breakfast is included in the price and is served by the poolside between 8am and 10am local time, although there is plenty of facilities to make yourselves a cup of tea and toast etc or if you ask the maid nicely and she has the time, I am sure she would oblige

Transfers

Please let us have your flight numbers and arrival and departure times, if you want us to arrange for you to be met at the airport and taken there in good time for your flight home
Please note the transfer fee is payable by you

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What is not included in the price?

Additional cleaning: if you require any extra cleaning, washing up, laundry or ironing we can arrange a maid at additional cost

Visas: all visa, passport and health certificate requirements are the responsibility of the client; all British citizens need a Turkish visa obtainable at the entry airport at the current cost of £10 per person

Chateau Carman cannot accept any responsibility for any delay or expense incurred through any irregularity in client's documents

Insurance and liability

All activities is taken at the risk of the client, all clients must have full and sufficient personal accident, injury and medical expenses insurance to cover the duration of their

holiday and must bring with them the insurance details and receipt, no children will be allowed to swim unsupervised. Luggage, valuables and all other personal affects at all times and under all circumstances are at the client's risk, unless and to the extent that loss or damage is proven to have been caused by the negligence of the owners
The clients will be responsible for any damage to the contents or structure of the properties arising from unreasonable behavior or activities on behalf of the clients.

Sensible precautions

The swimming pool is 1 metre deep at the shallow end, and just under 1.7 metres deep at the deep end, the sides of the pool can also become very slippery, children should be supervised at all times, bearing in mind the pool is built above ground level and not fenced off

Please make sure you shower prior to using the pool as well as showering after using suntan oil

Drinking by the poolside is only allowed in tins or plastic cups

Ph level of the water is carefully monitored and chlorine is added overnight, for this reason we ask you not to use the swimming pool before 9.30 am local time

Problems

If you have any problems at all while staying at any of our properties at chateau Carman please discuss them with any member of my family who are resident on the premises

This contract forms an agreement between you and the owners of chateau Carman

Please note chateau Carman is a working farm and members of staff and members of my family are on hand at all times

Chateau Carman is suitable for family groups, couples, and respectable club organizations, my family and staff are there to help and advise at all time

Please note

Smoking is not allowed in the chateau or the apartments, if you are a smoker please smoke on the balconies or at the barbecue area using ashtrays provided

Glass bottles and glasses etc are not allowed by the pool side

The number of people occupying the chateau or the apartments must not exceed the number specified on the booking form

The property / properties must be left in a clean and tidy condition, failure to do so will result in additional charges

Broken items and damage (other than normal wear and tear must be paid for

There is no public liability insurance / law in Turkey, therefore it is strongly recommended that visitors take out holiday insurance

the owners take no responsibility for loss or damage to personal property or for personal injury to persons using chateau Carman

please note that you can book chateau Carman exclusively for yourselves, by booking the 2 bedroom apartments as well as the chateau

you can arrange your own tours etc by the lake or in the town, we will have various leaflets on hand for your convenience

or we can pre book 3/6 or 9 day tours for you, this can include day trips to marmaris / or to the beach it can include fishing trips / boat trips on the lake which includes the thermal baths and then on to turtle beach you can go on safaris and much much more these will include meals

we can arrange these on alternate days, so you can relax by the poolside in between the trips

I will be listing these trips in full detail at a future date but please be aware that these are for a min party of 12 people and will have to be booked and paid for in full 2 weeks prior to arriving

You will be collected and returned to chateau Carman by mini bus