



Enquiry's/ bookings/ payment details

We trust that you will find the information provided in this section useful to you when making a villa enquiry or booking. The information provided below explains how to make a villa enquiry, how to book the villa and how to make payments including the different methods of payments that we are able to accept from you.

You will have the reassurance of knowing that any enquiries, bookings or payments will be dealt with entirely by us and directly through us the owners of the villa and nobody else, therefore enabling us to provide you with comfort in knowing that all your requirements for your villa rental is dealt with by us only, as we believe you will have a better more personal service.

The information given below is intended as a reference for those wishing to know how to enquire about our villa or how to make a booking or payment with us.

If you would like more information about our villa rental, then we recommend that you browse all sections of our site before making any decisions, we would like to make sure you are happy with your villa choice; we the owners endeavour to keep all the information provided on our website as up to date as possible for past returning guests and future guests of our holiday villa. Below are some frequently asked questions; you may find reading them first helpful, before making your enquiry.

- Q1. [We might be interested in booking your holiday villa so how do we enquire about the villa?](#)
- Q2. [When emailing you with our enquiry for your villa what information do you require from us?](#)
- Q3. [What happens after we have emailed you with our enquiry for the villa?](#)
- Q4. [If I choose to go ahead and book the villa what do I do next?](#)
- Q5. [When will I need to pay the final payment?](#)
- Q6. [Why do I have to pay a £150 damage deposit?](#)
- Q7. [What happens if we break or damage something during our stay at the villa?](#)
- Q8. [What type of payments do you accept?](#)
- Q9. [Do I need to set up a PayPal account to Send Money?](#)
- Q10. [How quickly will the PayPal payment be processed?](#)
- Q11. [What type of credit or debit cards can I use with PayPal?](#)
- Q12. [What payment methods can I use when sending money?](#)

FAQ (Frequently asked questions)

- Q1. [We might be interested in booking your holiday villa so how do we enquire about the villa?](#)

If you would like to make an enquiry for our holiday villa or would like to book the villa you are welcome to email us anytime with any questions you have without any obligation (day or night, bank holidays, national holidays etc). You can email us at: info@villasdirect-spain.co.uk we will endeavour to reply to your email enquiry as soon as possible our email replies to you are usually within only a few hrs. Our emails are checked regularly, if we are not available at the time, then *24hrs max.

- Q2. [When emailing you with our enquiry for your villa what information do you require from us?](#)

When we receive your email enquiry it is useful to us if you could provide us with the following information below, this will enable us to give you a more accurate and quicker reply:

1. Your name.
2. Number of days/weeks that you require.
3. Requested dates.
4. How many adults.
5. How many children/ages of children
6. If a cot or high chair is required *1st cot no charge and no charge for high chair
7. Any further information we have not been able to answer on our FAQ pages.

- Q3. [What happens after we have emailed you with our enquiry for the villa?](#)

After we have received your email enquiry we will email you a reply as soon as we can and confirm if the dates you have requested are available to you for you to book. We will also



email you with the full cost of the villa rental which will include a returnable damage deposit. We calculate the villa rental rate on a weekly basis as well as any extra pro rata daily basis/number of guests/damage deposit and take into account any overlap between low, medium, high and peak season rates. We will also answer any questions that you have asked in your email to us.

Q4. If I choose to go ahead and book the villa what do I do next?

If you decide to accept and book the villa at the agreed price given to you by us you will then need to email us with the information below so we can then complete your booking form and email you your copy for future reference. We will also make a provisional booking for your requested dates in **GREY as (unknown)** on our availabilities calendar, which is, updated daily in **real time**, meaning that no other person can book the dates you have booked. Your reservation will remain a **provisional booking** for a period of **seven days** to allow you time to submit your 30% booking fee payment to us, which will secure your booking for the dates you have requested. Please note that the 30% booking fee is **non-returnable**, **Upon** receipt of your booking fee payment, we will email you again to confirm receipt of payment and then update your provisional booking to a **confirmed status**, this means your requested dates for the villa are secure and your dates will then be shown in **ORANGE as (booked)** on our availability calendar. If you would like to book the villa with us then the information required by us from you by email so we can complete your booking form is below:

1. Confirm your name and that you wish to book the villa.
2. Confirm which method of payment you wish to use.
3. Postal address (as this is where we will post your returnable damage deposit to the day after villa checks by (sterling cheque) or through Paypal).
4. Confirm your requested dates.
5. Confirm number of Adults/Child
6. A contact mobile number so your greeter can have contact with you during your stay at the villa if needed. We will email you greeters contact number on receipt of booking fee with directions from Malaga airport to the villa.

Making payments 30% booking fee/Final payment/damage deposit £150/Types of payment methods.

Once you receive our confirmation email of your booking with us and your copy of the booking form, you will need to make your 30% booking fee payment within **seven days** to secure your villa rental for your chosen dates. **Please note if we do not receive your non-returnable 30% booking deposit payment within this period of seven days we reserve the right to cancel your booking with us and re-advertise the property as available for hire.**

Q5. When will I need to pay the final payment?

The **final payment** for your villa rental will be due **6 weeks** before your arrival day at the villa, we may send you a reminder but please don't rely on this, it's best that you make a note on your calendar or in your diary, your final payment will need to include your **returnable** damage deposit of £150, your damage deposit will be refunded back to you the day after villa checks and provided that there are no breakages or damages we will refund your damage deposit back to you in full. Our returnable payment method for your damage deposit will be by sterling cheque posted to your postal address or by using PayPal only.

Q6. Why do I have to pay a £150 damage deposit?

The reason why we have to ask for a damage deposit from you, is because unfortunately there are occasions where breakages or damages occur during the period guests are staying at the villa, so as a holiday villa rental owner and not a large business we ask for a **returnable** damage deposit of £150 from you so that we can replace any damaged items or do repairs. We think the amount of the deposit asked for is a fair amount for both parties involved and assures you the guest the maximum amount that could be deducted by us the owners for any damages that may be incurred during your stay at the villa, unlike some companies that ask for your credit card details and then deduct what they please. This is a better option for both parties.



Q7. What happens if we break or damage something during our stay at the villa?

We like to be really clear and honest on this section, breakages or damages caused by any of the guests during their stay at the villa must be paid for by the guest. We have a price list at the villa which is available for guests to use if any damages or breakages occur during their stay at the villa, so if you break anything or damage anything you will know exactly what will be deducted from your damage security deposit an example of what you can expect to find on the list at the villa is below: The items listed below are the most common items that are replaced at the villa due to accidental damage by guests.

Cutlery

- Glasses 1 euro each
- Cups 1 euro each
- Bowl 2 euro each
- Small plate 2.50 euro each
- Large plate 3.50 euro each

Bed linen

- Pillowcases 6 euros each
- Single/Sheets bottom 8 euros each
- Single/Sheets top 10 euros each
- Duvets sets singles 12 euros each

- Sheets double bottom 12 euros each
- Sheets top double 14 euros each
- Duvets sets doubles 16 euros each

Towels

- Small 7.99 euro each
- Large 11.99 euro each

You are welcome to contact your greeter anytime during your stay if you or anyone in your party is **unsure** of breakage or damage costs incurred by you during your stay at the villa. **Your** greeter will be happy to assist you in this matter. **If** you happen to damage anything during your stay, its not a problem, **all we ask** is that you pay for any damages or breakages that have occurred during your stay at the villa, If the damages are considerable then you will need to contact your greeter without delay so he can assess the damage with you before your departure day. **Guests** are welcome to leave any damage payments in euros with a note in a sealed envelope (provided) for their greeter to collect on departure day when villa checks will be carried out, again if you are not sure contact your greeter before departure. **If** you pay for damages we will not make any deductions from your £150 damage deposit and you will be **refunded** the full amount.

Q8. What type of payments do you accept?

Below are all payment methods we can accept and how you can make a payment to us by using: PayPal/Bank transfer or Cheque

Q9. If I want to pay you using PayPal do I need to set up a PayPal account to Send Money?

YES in order to Send Money to us using PayPal, you do **need** to have a PayPal account. If you don't have one already, please visit [Sign up to PayPal](#) page.

- **PayPal information:** You are welcome to make payments to us using PayPal, if you have a PayPal account already you will have some understanding of how to make a payment using PayPal, if you would like more details then visit PayPals official website for details: www.paypal.co.uk before sending ANY PayPal payments to us. **Please email us first to confirm that you wish to make payments to us using PayPal before** sending any payments. We will then email you a SEND MONEY request through our PayPal account which you will receive in your email Inbox, and you will then need to follow the instructions given by PayPal in your email to make your payment to us.



- **Important information when making a payment to us, the owners of the villa with a credit or debit card, PayPal Balance OR PayPal Instant Transfer:**
- **You are welcome to make payments to us using any of our free payment methods. Bank transfer, if you share the same bank (HSBC) your transfer will be free or you can pay by cheque which is also free. We will accept credit or debit card payments using PayPal, PayPal balance or PayPal transfers, but if you wish to use these PayPal payment methods you will need to pay up to a maximum charge of 3.4% + £0.20 GBP fee.**
- **Q. Why do we have to pay up to a maximum of 3.4% + £0.20 GBP when we pay you using a debit or credit card, our PayPal balance or PayPal transfer through our PayPal account?**

If you choose to pay us through PayPal you will be asked during the payment process when making the payment if YOU the sender or US the recipient wishes to pay the charges for the Personal Transfer which can be up to the maximum of **3.4% + £0.20 GBP** on top of your card or PayPal payments.

For that reason we ask **you the sender** to pay any fees or charges when using PayPal and not us the recipients of the money, if you did not pay the charges then PayPal would charge us for receiving money, and as we are not a large business, we do not take enough payments from people using this payment method so therefore this would not be in our interest.

We offer our guests the option to choose credit/debit card and Paypal payments as this type of payment method is sometimes a more convenient option for you if you wish to use a debit or credit card or other PayPal payment options to pay for your villa holiday. **We can only accept PayPal and card payments from you if you are willing to pay the charges for using this service, through PayPal;** this also is a safer option of sending and receiving payments for both you and us using the different types of payment methods through PayPal. **Please email us BEFORE making any payments to us so that we can make you aware of any fees or charges you will need to pay as the sender.** We will then send you a money request through our PayPal account.

For example: If your villa rental rate was £550 for 1 week you will need to add 3.4% + £0.20 GBP on top if paying by credit or debit card + returnable damage deposit of £150 meaning that the total cost of the villa rental would be: **£700 add 3.4% + £0.20 GBP** on top of the £700 total cost paying by card = **£724**

NOTE: There is a maximum charge of **3.4% + £0.20 GBP** for PayPal, debit or credit card payments Personal Transfer. You will be made aware of any fees that are to be paid at the time of making payment your using PayPal.

**(You the sender are required to pay any fees if you choose to pay us using PayPal).
PayPal will give you the option of **SENDER** or us the recipient **to pay charges YOUARE THE SENDER.****

Q10. How quickly will the PayPal payment be processed?

A typical Send Money payment is instant. As soon as the funds leave your account, PayPal immediately notifies us the owners of the villa. To ensure your payment completes as quickly as possible, please make sure all of your card details are up to date or you have a valid back-up funding source in your PayPal account. Our PayPal account email address is: info@villasdirect-spain.co.uk **we will send you a payment request from our PayPal account to your email address** when a payment is due from you. When choosing this payment method follow the instructions on the email we send to you so that you can make a payment to us. On receipt of your payment we will email you to confirm your payment has been made.

To update your card details or add more funding sources, simply log in to your PayPal account at <https://www.paypal.co.uk> you can add funds to your PayPal account balance.



- **IMPORTANT: If you pay us using PayPal the transaction payment to us will be not be free and you could be charged a maximum fee of 3.4% please visit Paypal for ore details on fees.**
- **Also note that if you wish to withdraw funds from your bank account and pay funds in to your PayPal account as a security you will need to confirm to PayPal your bank account before being able to withdraw any funds (please note: this could take 3-5 working days for you to be able to withdraw funds from your bank account and transfer to your PayPal account.**

- **Set up bank funding**

To Set up Bank Funding you must add your UK bank account to your PayPal account. PayPal will then deposit two small amounts into your bank account, which you will need to find on your bank statement. You will then need to log into www.paypal.co.uk and enter the amounts correctly to confirm ownership of your bank account. For more information [click here](#).

- PayPal will send two random deposits, between 1p and 99p, to your bank account. These deposits are at PayPal's expense and you'll find them on your online bank statement after three to five business days, or on your next paper statement.

Q11. What type of credit or debit cards can I use with PayPal?

PayPal accepts the following cards:

- Visa / Delta / Electron
- Mastercard / Eurocard
- PayPal Credit Card
- PayPal Top Up Card
- Switch / Maestro
- Solo
- American Express

Debit cards (also known as echeque cards or bank cards) are accepted if they have a Visa or MasterCard.

PayPal does **not** recommend adding a gift card, prepaid card, virtual card or one-time-use credit card to your PayPal account. Although some of these cards may be accepted, generally they do not provide users with access to the card statement. For this reason, they could not be used to complete PayPal's card verification process should this be necessary. A traditional credit card or debit card is therefore preferable.

Visit: www.paypal.co.uk for more information.

Q12. What payment methods can I use when sending money?

The following payment methods are available when sending money through PayPal:
EXCEPT eCheques.

- PayPal Balance (moneys in your PayPal account)
- Instant Bank Transfer
- eCheque (takes seven to nine business days) **WE the villa owners DO NOT ACCEPT eCheques**
- Credit or debit card

Payments using PayPal balance, credit or debit cards and Instant Bank Transfer methods will be credited to the recipient instantly. eCheques will take seven to nine business days to clear.

Which payment method will be used?

1. When you make a payment, any funds in your PayPal balance are used first



2. If you have no PayPal balance, or not enough to cover the whole transaction, the remainder will be taken from your bank account
3. If you don't have a bank account registered with PayPal, your credit card or debit card will be charged instead

While this is the default process, you can choose a different payment method each time you send money.

How can I change the payment method?

To choose a different payment method when sending money, follow these steps:

1. Log in to your PayPal account at www.paypal.co.uk
 2. Click 'Send Money' at the top of the page
 3. Enter the email address or mobile phone number of the recipient
 4. Enter the amount and choose the currency
 5. Choose whether the payment is a Purchase or Personal payment
 6. Click 'Continue'
 7. If you want to change the funding method, click 'Change' under Payment Method
- Note: For personal payments, choosing to pay by credit or debit card will incur a fee. To **check** the fees, click the **Fees link** at the **bottom of any PayPal page**.

- **Quoted fees include all applicable taxes. Other taxes or costs may exist that are not imposed by PayPal and are not paid through PayPal.**

• **Bank transfer payments:** We bank with HSBC bank so if you have a HSBC bank account you can transfer your payments to us for free, if you have a different bank account to us then there may be a service charge from your bank of between £15-£25 per transfer transaction subject to change with different banks. Ask your bank about any transfer charges or fees before making a payment to us using this payment method.

• **Cheque payments:** If you would like to pay by cheque it is not a problem but the process is much slower and not as reliable if there are postal strikes etc, if this is your chosen payment method, we will email you a postal address on request as to where to post your cheque to. **Please note** we accept sterling cheques in sterling or euro cheques in euros only and **do not accept post dated cheques**, we will accept one cheque for the 30% booking deposit and one cheque on final payment 6 weeks before your arrival at the villa which will need to include the returnable £150 damage deposit. Please remember to write your name and reference number on the back of your cheque before posting it to us.

- If you have any queries about payments you can email us at: info@villasdirect-spain.co.uk
- We would like to take this opportunity of thanking all visitors to our website. If you are not booking with us this year then we hope that you will keep a reference to our website www.villasdirect-spain.co.uk for future use and visit us soon, we also hope you and your family and friends have a fantastic holiday where ever you decide to book this year!

Useful Links:

- Frequently Asked Questions: www.villasdirect-spain.co.uk/villasdirect-spain_faq.htm
- How to Contact Us: www.villasdirect-spain.co.uk/howtocontactus.htm
- Terms & Conditions: www.villasdirect-spain.co.uk/terms&conditions.htm
- Airport security: (Dept of Transport)
www.dft.gov.uk/transportforyou/airtravel/airportsecurity