

SAFETY ADVICE AND ESSENTIAL INFORMATION

It is vital that you read through this information before you travel and that you take it with you.

EMERGENCY SERVICES; AMBULANCE, FIRE, POLICE – YOUR VILLA INFORMATION DETAILS INCLUDE THE EMERGENCY TELEPHONE NUMBER

Please note:

- **Check that all the details of your accommodation booking including dates, any extras ordered and the named members of your group are accurate and complete.**
- **Do ensure that you have valid Passports and any relevant Visas as well as the property directions, key details and local contact information provided prior to travelling.**
- **Contact details are supplied with local business hours and an out-of-hours telephone number for emergencies so do take these with you.**

Air conditioning/heating

Not all villas have air conditioning (AC) or heating but the villa details will make this clear if it is the case. Some incur a local charge which again will be detailed. Most villas without AC do have fans. If you require any further information regarding this matter, please contact us.

Note: to maximise the effect of AC in a room please ensure that all windows and doors are closed.

Balconies

Children should not be left unsupervised on balconies at any time. Keep balcony furniture away from the walls or railings so that they are not encouraged to climb up on them. Please do not allow anyone to sit on balcony walls and railings as they are built to the building standards of the country in which they are located and these are not the same in all countries.

Child supervision

Young children should always be supervised on or near balconies, lifts, stairs, swimming pools, the sea or in the grounds of the villa, particularly if there is access to a road or other danger. Floor tiles can be very slippery, particularly when wet, and children should not be allowed to run in the villa or apartment or round a pool. Parents are responsible for their children at all times.

Cot safety

Cots are provided locally and may differ from those you may use at home and in cases a travel cot will be supplied.

Parents should check the following points thoroughly:

- The cot should be properly assembled with any screws firmly secured.
- A cot with any paint or pictures peeling off should not be used.
- The depth of the cot without the mattress should be at least 66 cm.
- The mattress should fit snugly into the frame and it should not be possible for it to slide out of the side of the cot and there should be a gap of no more than 2 cm between the cot base and bottom rail.

For hygiene reasons, cots are supplied without linen which you should take with you.

Disabled holiday-makers

If you or any member of your party are disabled or suffer from any medical condition which may affect your choice of accommodation, you should always discuss your requirements with our booking staff and let us have a note of your condition in writing. **N.B.** Please be aware that whilst we tend to highlight properties which are obviously unsuitable for anyone with walking difficulties, there are many others which may be unsuitable for a number of reasons. You should be particularly alert if a property is built on a hillside.

Driving abroad

Driving overseas is a great way to explore, however, conditions and procedures can differ to those you are familiar with. Always assume that car hire firms will require a Licence Information Summary (a current download equivalent to the old counterpart) as well as the photocard licence. Familiarise yourself with all controls before driving and always wear a seatbelt. Always carry the car hire contract with you as well as the emergency/breakdown telephone numbers. Never drink and drive. Always carry your driving licence with you as this is law in most European countries. A spare pair of spectacles is also required by law in Spain. Please be aware that if you go off road you may not be insured.

Electrical appliances

If you discover any faulty electrical equipment, please report it immediately. Please remember it is dangerous to use electrical items if you are wearing a wet bathing costume or if you are standing barefoot on a wet floor. Always supervise your children if they are using electrical equipment. Electrical equipment should not be moved to another part of the villa particularly not to the pool area.

Villa specific cuts can be caused by too many electrical devices running simultaneously. This can also affect the water supply as many villas use electrical pumps. Some villas have instructions on locating fuse boxes and identifying issues such as tripped switches.

Fire safety

Some villas have been fitted with fire extinguishers or fire blankets which are normally located in or nearby the kitchen. Some villas have also been fitted with smoke detectors. The batteries are routinely checked by the local managers but should a detector start beeping or on testing is found not to emit a high pitch noise, then please report this to the local manager. Never remove batteries from the smoke detectors for use in other items.

Remember: -

Only attempt to put out a very small fire in its early stages

Never risk injuring yourself or others in the villa.

Procedures to follow in the event of a fire

If a fire occurs while you are in your villa:

Alert everyone in the villa.

If the fire is small attempt to extinguish it **but without risking the safety of yourself or anyone else.**

Keep low (smoke and heat rise).

Do not collect your belongings.

If the fire is outside the room you are in, go to the door and feel it with the back of your hand for heat.

If it is cold: open the door and get everyone out quickly by the safest route.

If it is hot: do not open it (the fire could be behind it) but act as follows: *Shout to warn the other people in your villa. Place bedding at the foot of the door to help hold back the smoke. Open or break the window and escape.*

- Alert any occupants of neighbouring villas or apartments.
- **Call the emergency services.**

General maintenance

All of our properties are maintained by the villa owner or a local manager who have access to the villas. Gardens are maintained on a regular basis but at times it is simply not possible for this to be carried out on changeover days. Swimming pools are normally checked and maintained twice a week. If you find a maintenance fault with the villa, please contact the local manager immediately to have it put right. If the fault is not corrected, please contact Villas We Trust. Most heated pools are electrically heated but some are solar heated and the temperature of the pool will therefore depend on the weather conditions. Please remember pool heating is designed to take the chill off the water, not heat it up to body temperature.

Insects/animals

Mosquitoes, ants, cockroaches and other insects are endemic in hot climates. Mosquito deterrents can be purchased locally. Hot weather also calls for

extra care with rubbish, which if left inside the villa will attract ants and cockroaches so always tie up your rubbish in a plastic bag and dispose of it immediately. Do not leave rubbish outside your villa as this will attract ants and cockroaches as well as cats and dogs. Some of our villas are set in rural locations or are set in gardens and insects, field mice and other rodents are therefore common. Local cats and dogs sometimes roam unattended and may cause a disturbance. Do not encourage local wildlife by providing food or water during your stay.

All these types of aggravations are unfortunate but beyond our control and we therefore ask for your patience and understanding should they occur.

Local construction

Some resorts that we feature are still being developed and therefore it is possible that building work may be carried out by local authorities or private developers. Many of our villas are situated in residential areas and work may begin on a neighbouring property without prior notice over which we have no control. We always endeavour to inform you beforehand of any building work we have knowledge of which, in our opinion, is close enough to your villa to affect your holiday, but if this is not possible, please accept our apologies.

Medical assistance

Most of the resorts where we have villas have private medical clinics that are used to dealing with holidaymakers. Currently, within the EU a valid European Health Insurance (EHIC) card will entitle the bearer to free treatment as in their home country. The EHIC card is free and can be obtained through a Post Office or online. If large private medical bills are incurred, the clinics may be prepared to accept a guarantee of payment from your holiday insurance company so that you do not have to pay and reclaim a large sum of money, although this is entirely at their discretion. Private clinics tend to deal with the holiday insurance companies whereas any national health clinics normally accept the EHIC. For information on local

clinics near to your villa please contact the local manager.

Remember that the emergency number for an ambulance is shown on your villa details.

Patio doors

Many villas have large patio doors in order for you to enjoy the surrounding views. Please take care not to walk into them, as in bright sunlight it can be difficult to spot if they are closed and please watch small children as they have tendency to run in and out.

Personal health

If you or any member of your party suffers from any serious medical condition or is an expectant mother, you must check with your doctor before travelling aboard.

Personal safety

Crimes against people and property happen abroad as they do at home, so travellers should maintain their normal standards of sense and caution. We advise travellers to be vigilant and to always take care of their personal possessions. In the event that you should lose any items of value on holiday through theft or otherwise, you must report it to the local police immediately and obtain a written report. If a report is not obtained it will be difficult to pursue any claim through your holiday insurers. Safety standards and regulations in some countries where we offer villas may not be the same as in your country or residence and local roads, pavements and curbs are the responsibility of the local councils. Please take this into consideration and be aware whilst walking around the resorts. Safes are fitted in some villas for your convenience. However, Villas We Trust can accept no responsibility for the security of such safes and they are used at the client's own risk.

Satellite TV

If the villa is listed as having a satellite TV then you can expect to receive at least one free to view English-language channel but subscription channels are not usually available. Some villas also

have videos and DVD players. If you require information regarding a specific villa then please contact us.

Sea and beaches

Playing and swimming in the sea can be great fun. At times however, especially during rough conditions, dangerous currents may be present. We therefore recommend that you follow the flag warnings present on most beaches and swim in designated areas. Please take into account the following: -

- Swim parallel to the shore, within your depth.
- Do not swim immediately after eating or drinking, especially alcohol.
- Do not swim at night.
- Beware of any "zones" for windsurfing, jet skis etc.
- Always supervise children on the beach and in the sea.

Scuba diving

You must be in a reasonable state of health to scuba dive. Flying within 24 hours of scuba diving is extremely dangerous due to the pressurisation of the aircraft cabin.

Smoking

Most villas do not allow smoking indoors. Please take care when discarding matches and cigarettes, always use ashtrays where provided.

Swimming pool safety

Swimming pools can be extremely enjoyable, but can also sometimes be dangerous. Following a few simple rules will mean that you can thoroughly enjoy your time at the pools:

- Make certain that you know the pool depths where you are swimming.
- Do not swim out of your depth unless you are a good swimmer.
- Take special care if there are drainage channels, wet tiles and raised edges.
- The tiles round the pools can be very slippery when wet. Take care and do not run.

- Never dive into the pool.
- Children should always be supervised in the pool area, particularly where there is deep water close to a children's pool or if the pool is crowded.
- Do not use the pool if the water becomes unclear and you cannot see the bottom.
- Avoid swimming immediately after eating or drinking.
- Do not swim in the pool at night.
- Particular care must be taken with pools described as 'infinity'. This type of pool will have an open drop from the pool edge.

Dimensions: Approximate pool dimensions and depths are usually shown on the website, but please note that some pools may not have a shallow area and the deep end can be over 2m. Measurements can be distorted if the pool is an irregular shape.

Sunbathing

Make sure you always put on sufficient sun cream and do not sunbathe for too long, particularly at the beginning of your holiday. If anyone is sunburnt go to a doctor or chemist immediately. Please be aware that the sun in locations we have villas is much stronger than in Northern Europe. Please note people burn even when it is cloudy and while a breeze is cooling you may not realize that you are burning.

Telephones

Unless otherwise stated, telephones are not provided in our villas. Therefore, we recommend that, where possible, clients take a mobile phone with them in case of emergency.

Tiled floors

Tiled floors and stairs can be very slippery, particularly when wet, and care must be taken to avoid falls especially around the swimming pool and inside the property when walking from the terrace into the living area with wet feet. Bathroom floors are often tiled, and as you will be

using a bath or shower tray that is unfamiliar to you, please take extra care.

Travel advice

Please contact the Foreign and Commonwealth office for advice and latest information on your destination at:

<http://www.fco.gov.uk/knownbeforeyougo>.

It is your responsibility to ensure that you have a valid passport and you should check with the passport office if in any doubt. Ten year passports should have 6 months' validity on your return date in order to travel and children now require their own passports. Please contact the passport office on 0870 521 0410 or visit their web-site at <http://www.ukpa.gov.uk/>.

Travel insurance

It is extremely important that all clients obtain travel insurance before they leave for their holiday. We recommend travel insurance is taken out to cover holiday cancellation, baggage loss and private medical care (refer Medical assistance section above).

Villa Information

- Most of our villas are privately owned and are furnished to the owner's taste so the styles and standards of our villas inevitably differ.
- Please note that in some villas it is not possible for the furnishings within the lounge/dining area to accommodate all occupants at any one time.
- The villas are built and operate under the safety and building standards of the country in which they are located. These regulations may not be the same as in other countries.
- We endeavour to give you an accurate description of each villa and interior and exterior photos are shown on our website as well as videos and floorplans wherever possible.
- Villa owners or managers may alter or withdraw some of the advertised

facilities or services without prior notice to us. We cannot accept responsibility for such changes that are out of our control.

- Water, electricity and gas are included within the villa rental cost.
- It is still quite normal for some destinations to suffer from water and electricity shortages and for these supplies to be cut off occasionally. We ask for your patience and co-operation in these instances. As you will appreciate, these situations are out of our control.
- Inventories: All comply with specified minimum standards and many supply additional equipment. Please note that all properties, except where stated otherwise should be supplied with a hairdryer, iron and ironing board. Most owners do not supply a written inventory in the property.

Water

In some resorts water from the taps sometimes runs brown but normally after running for a short while it will run clear again. We recommend bottled water for drinking and cleaning teeth, which can be bought from the local supermarkets. Ice cubes purchased in supermarkets are usually made from potable water and are normally safe to have in your drinks.

Wi-fi

The quality of the signal may vary from villa to villa and at different times of the day. Other restrictions may be introduced by the service providers based on, but not limited to, technical issues and/or high demand, and it is likely that websites providing video streaming services will also be restricted. Whilst we will endeavour to ensure that you can make the maximum use of the service offered, we are not able to guarantee:

- The availability of the service at all times;

- The speed at which information may be transmitted or received via the service;
- That the service will be compatible with your equipment or any software which you use.

We cannot accept responsibility for the loss of any internet connection or service or any subsequent consequences thereof, and we will not offer any compensation.

Your use of the service must not be unlawful or otherwise inappropriate and we have no responsibility for, or control over, the information you transmit or receive via the service.

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