

Booking Conditions

Check in starts at 2pm - Check out finishes at 11 am. Early check in / late check out could be available on request. Please make sure to schedule an appointment for check in and check out as there is no front desk at our property.

Cancellation policy

When booking directly with The Palm Leaf, guests can cancel free of charge till 1 week of check - in, if guests cancel within 1 week of check - in date, a 50% fee will be charged. If guest cancels on day of check - in, or is a 'no-show', 100% of the amount will be charged. Guests that book an apartment through us directly automatically agree to these conditions.

Charges

Guests that book directly with The Palm Leaf will be charged 50% of total amount 1 week before check in and 50% of the day of check in (unless agreed upon otherwise).

A small amount could be placed as a temporary hold on the credit card at any time to validate the credit card.

Deposit

A deposit of 100\$ could be placed on the card before check in.

House rules

The Palm Leaf will be your home-away-from-home for a little while and we kindly ask our guests to take care of the furniture and accommodation. Guests are not allowed to move furniture or hang anything on the walls or ceiling without consulting the host.

Guests that book at The Palm Leaf Apartments will automatically agree to the following house rules:

- The Palm Leaf has the right to ask for a deposit on the day of arrival. Guests who damage the property will have to reimburse the owners the full amount of the occurred damage (even if no deposit has been left or the amount exceeds the deposit). If the apartments will be left in the same condition as upon arrival, the deposit will be fully refunded.
- We do not allow glass in / around the pool, this also goes for bottles (penalty: \$400) Plastic, cans and metal are fine (There are plastic cups in the kitchen to use)
- Smoking is only allowed in the smoking area in the back of the garden to the right (penalty smoking inside the apartment: \$300, penalty smoking outside smoking area: \$60)
- Visitors are allowed on request (penalty: \$35 per visitor per day)
- Pool hours: 8 am to 10 pm
- Silent hours: 10 pm to 8 am (penalty disturbance: \$100)
- Air conditioning can be used when in the apartment, when you leave it has to be turned off. We will charge an extra 25 USD per day that the air-conditioner has been left on while there was nobody in the apartment.
- Please be careful with the bedsheets / towels. (Penalty permanent spots: \$25 per item)
- We will charge an extra cleaning fee of \$30 if room is extremely dirty with check out