



VILLA ETERNA

Booking Process

Andalucia Tourist
Office Registration No.
VFT/CA/01522

CLIENT	PHASE	OWNERS
Enquiry by Client	ENQUIRY	
	QUOTE	Clarify information if required:- Send <ul style="list-style-type: none"> • Quotation • Booking Form
Client <ul style="list-style-type: none"> • Makes Deposit Payment • Sends Booking Form 	RESERVATION	
	CONFIRMATION	If money & form received:- Send <ul style="list-style-type: none"> • Booking Confirmation • Booking T&C's • Quotation/Payment Schedule • Booking Form • Hire Car - Information Sheet
	6 WEEKS PRIOR TO ARRIVAL	Send <ul style="list-style-type: none"> • Invoice for Balance + Security Deposit
Pay Invoice	MAIN PAYMENT	
	PRE ARRIVAL INFORMATION	If payment & form received:- Send <ul style="list-style-type: none"> • Main Payment Receipt • Pre Arrival Information • Request passport details
	1 WEEKS PRIOR TO ARRIVAL	Send <ul style="list-style-type: none"> • Method of Entry • Instructions for Keys If passport details not received <ul style="list-style-type: none"> • Ask for passport details
	REGISTER GUESTS WITH POLICE (TIMING TO BE CONFIRMED)	Enter guest passport details on Police Website or register guests with local police manually.
	REFUND SECURITY DEPOSIT	Check with housekeeper that all OK Send <ul style="list-style-type: none"> • Payment Advice • Request Review/Feedback