

It's Natural Online Brochure ® 2012

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Great Service – Low Prices!

That's why our customers keep booking with us. We have been providing naturist holidays in popular family friendly destinations since 2001. You can book with confidence that we've built our reputation on great value and offer access to the cheapest flights available. Our pricing policy is crystal clear, based on the accommodation unit without hidden costs. You are free to book your flights, travel insurance, car hire and any other add-ons from wherever you choose, ensuring you obtain the very best all round value.

Payments and Security

No credit card fees whatsoever! You may choose to make your booking in Euros or in UK Pounds to protect you from future currency fluctuation. For your security we accept payments online and for further financial security, privacy and your convenience, we accept payments by PayPal®

Our Naturist Destinations



Vera Playa Spain – Fully Naturist

Top quality fully naturist apartments within the naturist zone at Vera Playa. You can be sure that booking with us was the right choice, whether this is your first time to Vera Playa or as a regular visitor. It's Natural are known as the leaders at Vera Playa for their quality apartments. **We do not offer** the commercially operated units available through some tour operators.



Gran Canaria – Magnolias Natura – Fully Naturist

Magnolias Natura is the leading fully naturist resort on Gran Canaria. Due to its popularity and with many repeat customers, Magnolias Natura usually gets fully booked in advance. Book **very early** to ensure availability, allowing at least several months in advance for the most popular winter season.



Fuerteventura – Monte Marina – Fully Naturist

Monte Marina is the only fully naturist resort on the island. There are 47 naturist apartments, which surround a pool with superb hotel facilities at the adjacent Marina Playa Hotel. Due to its popularity, **early booking is highly recommended** for the winter season.



Fuerteventura – Marina Playa Hotel – Naturist Friendly

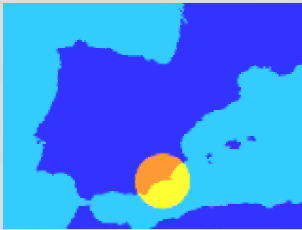
Due to excessive demand for naturist winter sun holidays in the Canaries, we now offer The Marina Playa Hotel. This is adjacent to the fully naturist Monte Marina resort. The Hotel overlooks the naturist beach and those who book with us have free access to the Monte Marina pool. Marina Playa has superb hotel facilities. We also offer a range of "Naturist Friendly" private villas on the island of Fuerteventura.

Vera Playa Spain – Naturist Resort

Vera Playa Spain – Temperatures

Expected air temperatures and rainy days for the Vera Playa region.

Month		J	F	M	A	M	J	J	A	S	O	N	D
Average High (day)	C	16	17	19	21	24	27	30	31	28	25	19	17
	F	60	62	66	70	75	81	86	87	83	77	66	62
Average Low (night)	C	5	6	8	10	13	16	19	19	18	14	7	7
	F	41	43	46	50	55	61	66	66	64	57	44	44
Rainy Days		3	2	4	5	3	2	1	1	6	5	6	4



Location

Vera Playa is situated on the Costa Almeria, Andalucia, on the Mediterranean side of Southern Spain. There is easy access from Almeria, Murcia and Alicante airports using the coastal motorways. The region is one of the driest and warmest parts of mainland Europe. Vera Playa is a fantastically warm summer destination with its main season lasting from March through to October.



Vera Playa Spain – Official Naturist Zone

The area known as Vera Playa consists of a long stretch of naturist beach backed by a variety of separate individual residential apartment complexes. Many of these complexes are within an officially recognised naturist zone. There are a number of bars, restaurants and shops nearby and a large supermarket. The resort is quiet for most of the year and suits those who wish to get away, relax and enjoy a peaceful beach-side holiday. There are no compulsory clothing requirements within the naturist zone. The atmosphere here is friendly and is suitable for families, couples and single persons.



Beach

The area is known for its clean air and sunshine. The beach is sandy and the sea is usually calm. The official naturist beach lies to the front of our apartments and stretches approximately 1 km to the North and is unofficially naturist for a further 1 km to the South.



Vera Natura – Vera Playa Spain

Vera Natura

Vera Natura lies directly on the beachfront with views out over the sea. There is direct access to the Vera Playa naturist beach from the rear of the complex.



The Complex

Access is restricted to residents and guests only. Vera Natura is fully pedestrianised with beautifully maintained tropical gardens and walkways that separate each apartment block. Car parking is available outside of the complex but there are a limited number of secure internal covered parking spaces available, which may be booked in advance. The apartment buildings have just 8 apartments to each block and were cleverly designed to offer maximum space and privacy. Of all the Vera Playa apartments, these are the most generously sized and are the most popular.



Pools

Vera Natura boasts a heated indoor pool and a large outdoor pool with sunbathing areas. At its shallowest point the outdoor pool is less than 1m deep making it a favourite with younger or weaker swimmers and the indoor pool makes a warmer alternative. There is also a separate children's splash pool. The pools and sunbathing areas are reserved for naturist use only.



Apartment Information – Vera Natura

All ground floor apartments have a private garden area and patio area. All upper floor apartments have a large sun terrace. The luxurious split-level apartments cover two floors and have additional sun terraces leading off the living area and bedrooms, offering a choice of sun or shade throughout much of the day. Split-level apartments are also fitted with a large circular bath. All Vera Natura apartments are fitted with an American style breakfast bar with the kitchen area open plan to the living area. Cooking facilities are sufficient for light self-catering with each apartment having at least a 2-ring hob and microwave oven/grill.

What's Provided?

Sheets and bedding, bath towels and hand towels are provided. All apartments are equipped with a washing machine and a television. Air-conditioning and internal covered parking are available on request.

...Extra Special Double Apartment At Vera Natura...

We have an extra special double apartment at Vera Natura, which has two bedrooms, two bathrooms and a large fully fitted kitchen diner, plus two living rooms. This apartment is so special that it is often booked a year in advance and we reserve it only for our previous customers. Contact us for further details!



La Menara – Vera Playa Spain

La Menara

La Menara is sited adjacent to Vera Natura and offers a similar style of accommodation. The complex is "open plan" and has larger communal gardens with less individual private garden space. The complex is entirely pedestrianised with free private parking. Access to La Menara is strictly limited to naturist residents and guests. There are normally less short-term holiday visitors here than in other complexes making La Menara the ideal naturist holiday retreat.



The complex boasts a magnificent heated outdoor pool and is a great alternative to Vera Natura.



Bahia de Vera – Vera Playa Spain

Bahia de Vera

This naturist residential complex has a more relaxed and homely feel and is popular with longer-term visitors to the area.



The Complex

Bahia de Vera is private and secure. There is free internal car parking and although Bahia de Vera is pedestrianised, the walkways may be used for loading and unloading allowing easy access to your apartment. There are no steps at ground level at Bahia de Vera, which makes movement around the complex easy for those with mobility difficulty.



Pools

In the centre of the complex, a large outdoor pool and a fantastic heated indoor pool makes this Vera Playa complex very popular throughout the year. The pools and sunbathing areas are reserved for naturist use only.



Apartment Information – Bahia de Vera

Bahia de Vera apartments are mainly two storey buildings. Ground floor apartments have a private garden and patio area and all upper floor apartments have a private sun terrace. All our Bahia de Vera apartments are equipped with a fully fitted and very well equipped kitchen area.

What's Provided?

Sheets and bedding, bath towels and hand towels are provided. All apartments are equipped with a washing machine and a television. Air-conditioning is available on request.



Torremar Natura – Vera Playa Spain

Torremar Natura

Although slightly smaller, the Torremar Natura apartments are of a similar style to Bahia de Vera. This complex was built in a more traditional Mediterranean village style with shady narrow walkways, finished in distinguishable multi-colours.

Inside the complex is a superb heated indoor pool, an outdoor pool and sunbathing area. There is also a mini golf course available for use at any time. The complex is fully pedestrianised with separate parking. Access is restricted to residents and guests.



Torremar Natura consists of 2-storey and 3-storey buildings and the inside of these apartments are superbly fitted. All ground floor apartments have a patio. All upper floor apartments have a sun terrace.



Magnolias Natura – Gran Canaria – Canary Islands

Gran Canaria – Temperatures

Expected air temperatures and rainy days for Gran Canaria.

Month		J	F	M	A	M	J	J	A	S	O	N	D
Average High (day)	C	21	22	22	22	23	24	25	26	26	26	24	22
	F	70	71	71	71	73	75	77	79	79	79	76	72
Average Low (night)	C	14	14	15	16	17	18	19	21	21	19	18	16
	F	58	58	59	61	62	65	67	70	69	67	64	60
Rainy Days		8	5	5	3	1	1	1	1	1	5	7	8



Location

Gran Canaria is the largest of the Canary Islands. This small group of islands lie off the West coast of Africa at the same latitude as Florida and North India. Due to their southerly location, these islands enjoy the warmest winters available in Europe and are only a 4-hour flight from the UK.



Maspalomas Beach

On the southernmost tip of Gran Canaria between Faro and Playa del Ingles lays the fantastic Maspalomas Beach and its famous dunes. The central part of this beach is dedicated to naturist use, but in reality nudists use all of the beach and dunes, apart from the areas at either end, which are close to the towns.



Magnolias Natura at Maspalomas

Behind the famous Maspalomas dunes and close to Playa del Ingles lays the quieter residential area of Campo de Golf where Magnolias Natura is located. The Magnolias Natura complex is private and secure and consists of 28 generously sized, one-bedroom bungalows, each with its own private south facing sun terrace.



Resort Facilities

Within Magnolias Natura is the Magnolias Bistro, which opens for breakfast and stays open until late in the evening. There is also a small on-site shop, which sells water and other essential items. The pool and surrounding areas are reserved for naturist use only. Due to the quiet ambience of this complex, bookings are not accepted from parties with children under 12 years old. It should also be noted that this is a family resort and intimate behaviour is not acceptable in any public space.



Accommodation Information

All bungalows have a separate double bedroom with fitted wardrobes, a separate bathroom comprising a bath, shower, WC, bidet and hand basin. There is a kitchenette in the living area with a two-ring hob and fridge. In the living area there is also a TV with various channels and a telephone. A third person can be accommodated on the sofa bed. Magnolias Natura bungalows are equipped to a basic, but perfectly adequate standard for self-catering naturist holidays.

What's Provided?

Sheets and bedding, bath towels and hand towels are provided. Air-conditioning is available on request.

Out and About

Adjacent to Maspalomas Beach is the vibrant holiday town of Playa del Ingles with literally hundreds of shops, bars, and restaurants. This is a town, which was built on tourism and has something for everyone. There is a free courtesy bus service from Magnolias Natura to the town and to Faro (for Maspalomas naturist beach). For those who wish to dine out for an evening, there are an abundance of taxis available to the town, or there are a variety of restaurants in the Faro2 centre, at just a 10-minute walk away.

Fuerteventura – Canary Islands

Fuerteventura – Temperatures

Expected air temperatures and rainy days for Fuerteventura

Month		J	F	M	A	M	J	J	A	S	O	N	D
Average High (day)	C	21	21	23	23	25	26	28	29	28	26	24	21
	F	70	70	73	74	76	78	83	84	83	79	76	71
Average Low (night)	C	13	13	13	14	15	17	17	19	18	15	16	14
	F	56	55	56	58	59	62	63	66	65	60	61	57
Rainy Days		5	3	3	2	0	0	0	0	1	2	4	5



Fuerteventura

Fuerteventura is the least developed of the main Canary Islands. Even the busy holiday resort areas are quiet by comparison to those at Gran Canaria. Most of the island inland is deserted rock while the coastal areas are largely undeveloped and kept in their beautiful natural state.

Naturism

Naturists use virtually all of the beaches on the island to some extent. It is only the busier town beaches, which tend to be considered non-naturist. Naturists tend to use the out-of-town beaches such as the lagoon waters at El Cotillo, the dune backed beaches of Corralejo, and the vast stretch of coastline known as Sotavento on the Jandia peninsular. Beach naturism is not segregated at Fuerteventura. Consequently every year, thousands of unwary non-naturist travellers stumble across naturism purely by accident and many of them return to this island year after year to enjoy their own holidays as nature intended.

Monte Marina – Fuerteventura



Monte Marina Naturist Apartments

Located towards the South of the island and overlooking the fine sandy beach at Esquinzo, Jandia, lies the fully naturist apartment complex of Monte Marina. There are just 47 apartments, which surround a pool. There is access to the clothes optional beach. The local village has 3 restaurants, a supermarket and chemists shop. There is also a frequent bus service to the towns of Morro Jable and Jandia.

Resort Facilities

Monte Marina is annexed to the Marina Playa Hotel. Guests at Monte Marina are welcome to use the hotel facilities, which include a restaurant serving breakfast through to lunch and evening meals. There is also a fitness centre with sauna (naturist use), with massage and cosmetic facilities available.

Accommodation Information

The apartments are of four types:

Type B - Ground Floor having direct access to the pool.

Type C - Upper Floor.

Type D - Upper floor with fantastic views.

Type E - Either ground floor or upper floor with two bedrooms and can accommodate up to 4 people.

All apartments are furnished to the same standard and offer, bedroom, bathroom, living and dining area with a small kitchenette. They all have satellite TV, and safe deposit box for rental.

What's Provided?

Sheets and bedding, bath towels and hand towels are provided. Hair dryers and an iron and ironing board are available. For a small deposit only you may borrow a toaster, microwave oven, beach towels and a remote control for the TV. Bathrobes can also be hired. Just ask reception!



Marina Playa Hotel – Fuerteventura



Marina Playa Hotel

Situated overlooking the naturist beaches of Esquinzo, Jandia, lies the Marina Playa Suite Hotel. The hotel itself is not naturist however it does have its own private access to the naturist beach and each suite has its own terrace. Guests are requested to be clothed within the communal areas of the hotel itself.

Guests booking through us may also use the naturist pool and facilities in the nearby Monte Marina resort.



Resort Facilities

The Marina Playa Hotel has an open air swimming-pool and an indoor pool with whirlpool (non-naturist). There is a fitness centre with gymnasium, sauna (naturism is accepted in the sauna), with massage facilities. There are also a poolside bar with snacks and refreshments.

The hotel restaurant overlooks the Playa de Esquinzo beach and offers breakfast and à la carte dinners. Breakfast and half-board facilities are available.



Other facilities include garden chess, table tennis and table football and an open air over 50's fitness-park.

Accommodation Information

There are 63 suites at the Marina Playa Hotel on 5 levels overlooking the sea. Each suite has a separate bedroom, bathroom with shower, toilet, kitchenette in the living dining area and a terrace. All suites have satellite TV and a safety deposit box available to rent.

All suites are of the same standard. Prices relate to the views and location of the suite.



- Type A - 1 bedroom - Lowest Price - maximum 3 people
- Type B - 1 bedroom - Standard - maximum 3 people
- Type C - 1 bedroom - Best views and locations - maximum 3 people
- Type D - 2 bedrooms - maximum 4 people + baby cot



What's Provided?

Sheets and bedding, bath towels and hand towels are provided. Hair dryers and an iron and ironing board are available. For a small deposit only you may borrow a toaster, microwave oven, beach towels and a remote control for the TV. Bathrobes can also be hired. Just ask reception!

Naturist Friendly Villas – Fuerteventura

Corralejo Town Bungalows

One-bedroom bungalows situated on a small complex of just five.

- One bedroom, twin beds plus sofa bed.
- Shared swimming pool (non-naturist use permitted).
- Private roof terrace.
- 5 minutes walk to town centre.
- Short drive to naturist beaches.
- Fair level of privacy throughout.
- Complex used by naturists and non-naturists.



Corralejo Town House

Two-bedroom town house situated on a residential complex. Each house can accommodate up to 5 people.

- Two bedrooms, double, twin, plus sofa bed.
- Large shared swimming pool (non-naturist).
- Private roof terrace with hammock.
- 15 minutes walk to town centre.
- Short drive to naturist beaches.
- High level of privacy throughout.
- Hot tub.





Villaverde - Mountain View

Two-bedroom detached villa, which can accommodate up to 4 people. Fantastic mountain views.

- Two bedrooms, double and twin.
- Heated swimming pool.
- Short drive to naturist beaches.
- High level of privacy throughout.



Villaverde - Mountain Breeze

Three-bedroom detached villa, which can accommodate up to 6 people. Fantastic mountain views.

- Three bedrooms, one double, two twin.
- Two bathrooms.
- Heated swimming pool.
- Barbecue area.
- Short drive to naturist beaches.
- High level of privacy throughout.



Villaverde - Black Cat Casa

Four-bedroom detached villa, which can accommodate up to 8 people. Exceptionally high standard of accommodation.

- Four bedrooms, two double, one twin, one bunk.
- Three bathrooms.
- Roof terrace.
- Heated swimming pool.
- Short drive to naturist beaches.
- High level of privacy throughout.



La Oliva - Casa Christine

Beautiful traditionally styled three-bedroom detached villa, which can accommodate up to 6 people.

- Three bedrooms, one double, two twin.
- Two bathrooms.
- Heated swimming pool.
- Short drive to naturist beaches.
- High level of privacy throughout.



Villaverde - Villa Palomar

Four-bedroom detached villa which can accommodate up to 8 people.

- Four bedrooms - 2 double, 2 single.
- Two en-suite bathrooms plus family bathroom.
- Heated swimming pool.
- Barbecue area.
- Short drive to naturist beaches.
- High level of privacy throughout.

Arrivals and General Information - All Resorts

Arrivals

You may arrive and leave on any day of the week and for any duration (minimum rental period 7 nights). There is no "change-over" day. Access to your accommodation is available between 16.00 and 21.00, all other times are by arrangement.

24 Hour arrivals at Magnolias Natura

24-hour arrivals are now possible (pre-arranged)

Check out times

Check out time is 10am for all accommodation unless prior arrangement is made. To stay beyond that time please book an extra nights rental.

Personal contact

All our clients have a local personal contact (English speaking) who will be on call, during their stay.

Flights

Flight Search Service

If you would like us to search for the best airfares for you, just tell us the dates on which you are able to travel and with our extensive knowledge we will seek out the very best airfares to the region. For online enquiries, results will be sent by email. Alternatively this may be done by telephone.

Airports

Fuerteventura - Fuerteventura (FUE).
Gran Canaria - Las Palmas Gran Canaria (LPA).
Vera Playa Spain - Almeria (LEI).
For alternatives use Alicante (ALC) and Murcia (MJV)

Travel any day and secure the cheapest flights

With no change over days, you may travel on dates to suit you, which means that you can take advantage of the incredible deals available directly from low cost airlines. There are also many low cost charter flights available from the major tour operators.

Security and ATOL licensing

If you pay for flight tickets in advance in the UK, the seller must offer protection via an ATOL licence. This is a legal requirement. It's Natural will only refer clients to a fully licenced ATOL holder. For further financial security we recommend advance payments are made by Credit Card.

Transfers

We can normally arrange for a local transfer from the airport to your holiday accommodation.

Fuerteventura (FUE) to Monte Marina/Marina Playa Hotel

Anytime - see prices for details.

Fuerteventura (FUE) to all other villas

We recommend car hire for all inland villas. Transfer may be arranged - see prices for details.

Gran Canaria - Las Palmas Airport (LPA) to Magnolias Natura (24 Hours)

24-Hour service. For out of hours arrivals, your driver will give access to your accommodation - see prices for details.

Vera Playa Spain - Almeria Airport (LEI)

To all Vera Playa apartments
By individual arrangement - see prices for details.

Please Note:

Your accommodation will be available between 16.00 and 21.00 unless by prior arrangement.

Travel Insurance

You may book low cost travel insurance via our web site with either Atlas Direct or GoSure. Alternatively, you may contact Atlas Direct for a personal quotation by telephone on 0870 811 1700. Or you are free to arrange your travel cover wherever else you choose.

Car Hire

Airport car hire is exceptionally good value when pre-booked with our favourite supplier carjet.co.uk.

Resort	Arrival Airport	Airport to Resort	Drive Time	Airport Car Hire From
Fuerteventura Villas	Fuerteventura (FUE)	25-30 km (16-19miles)	30 - 45 mins	£114 Per Week
Monte Marina Marina Playa	Fuerteventura (FUE)	80 km (50 miles)	1 hour 15 mins	£114 Per Week
Magnolias Natura Gran Canaria	Las Palmas (LPA)	35 km (22 miles)	35 mins	£114 Per Week
Vera Playa	Almeria (LEI)	110 km (69 miles)	1 hour	£134 Per Week
Vera Playa	Murcia (MJV)	146 km (116 miles)	1 1/2 hours	£134 Per Week
Vera Playa	Alicante (ALC)	210 km (131 miles)	2 hours 15 mins	£134 Per Week

It's Natural - Prices 2012

Accommodation Pricing

Prices Per Villa, Apartment or Bungalow. All prices quoted per accommodation unit. Reservations may be made in either pounds sterling (GBP) or Euros (EUR). We make pricing as simple as possible. Unlike some operators, we do not hide the real price by quoting prices "per person" based on "numbers sharing" and then add a range of "supplements". There is a minimum rental period of 7 nights. All nights are charged pro-rata.

For the latest prices please visit: www.its-natural.net

It's Natural - Terms and Conditions - Effective 21 October 2008

General:

"It's Natural" act as booking agents on behalf of holiday accommodation owners and providers. Where "It's Natural" assist clients with the sourcing of flight tickets, car hire, insurance and other related products and services, any contract made is between the client and the supplier of that service. "It's Natural" carefully screen all accommodation to ensure that all details provided are correct but "It's Natural" cannot be held responsible for any changes to accommodation from that advertised. "It's Natural" cannot guarantee to fulfil specific requests, such as fixtures, fittings, air-conditioning units, and location or aspect preferences, whether the request has been confirmed or not. If "It's Natural" are unable to fulfil specific requests, any refund amount made will not exceed the amount which was charged for that specific request. You agree to hold "It's Natural" harmless for any loss that may arise as a consequence of your booking, or for any loss or damage that may occur during the rental period.

Reservations:

To confirm a reservation, "It's Natural" require a completed booking form (or details submitted via our website, email, fax or phone) and a booking deposit payment of at least 30% of the total accommodation price. Upon receipt, "It's Natural" will issue confirmation of your booking by email (or by post on request). Should there be any discrepancy or error you must notify "It's Natural" immediately. "It's Natural" cannot be held responsible for booking errors, if not notified within 7 days of confirmation being issued. On receipt of all outstanding balances, and at around 4 weeks before you are due to start the rental period "It's Natural" will forward by email (or by post on request), your holiday accommodation voucher and arrival instructions.

Payments:

Bookings made more than 10 weeks before the start of the rental period must be paid for in full 10 weeks before the start of the rental period. Bookings made less than 10 weeks before the start of the rental period must be paid for in full within 7 days of confirmation date. Bookings made less than 4 weeks before the rental period is due to start must be paid in full at the time of booking.

Additional Charges:

For bank transfers, you are responsible for all your own banks charges. Should any outstanding balance remain unpaid and overdue 10 weeks before the rental period is due to start "It's Natural" reserve the right to charge an additional amount of 10% of the amount outstanding or cancel your booking. A late booking fee of 10% will be added to any booking made within 2 weeks of the start date. "It's Natural" reserve the right to charge for additional cleaning or repair charges if extra cleaning is needed when you leave the accommodation, or if there is any damage to the accommodation or contents.

Cancellation:

Should you wish to cancel your booking within seven days of confirmation date, you may do so and obtain a full refund of any monies paid*. After seven days has elapsed, you will become liable for part of the cost of your booking: the cost of cancellation is set out in the table (below). "It's Natural" recommend that clients insure this liability by way of their travel insurance. Should there be outstanding balances at 4 weeks before the rental period is due to start "It's Natural" reserve the right to cancel your booking. Any changes that you wish to make to your booking will be deemed as a cancellation. (*) Cancellation refunds will not be made within 4 weeks of the start of the rental period.

Your responsibility:

It is your responsibility to ensure that you have received your Holiday Accommodation Voucher from us prior to travel or arriving at your accommodation. It will contain important information relating to how to gain access to your accommodation and who to contact locally. If you cannot gain access to your accommodation because you do not have this information "It's Natural" will not be held responsible and no refunds will be made as a result. You agree to take reasonable care of the property and its contents and to report any breakages or damages to your resort host, the owner or their representative, before the end of the rental period. You agree to leave the accommodation clean and tidy at the end of the rental period and agree to pay for additional cleaning or repair costs, if requested, on demand. You are also responsible for ensuring that all other persons listed on the booking form agree to these terms and conditions.

Security deposit:

"It's Natural" reserve the right to charge a security deposit of 100 euros, which must be paid locally at the start of the rental period. The full amount will be refunded at the end of the rental period, less any additional cleaning or repair charges.

Behaviour:

You agree to abide by local rules. In naturist resorts, swimwear is not normally allowed in wet areas such as in pools, and total nudity very much the normal dress code. You agree to make all members of your party aware of this. Any behaviour by you, or any member of your party, that your resort host, the owner, their representative or "It's Natural" deem to be dangerous, offensive, or likely to cause distress or annoyance to any other party, may result in you being asked to leave the accommodation and the complex. If asked to leave, you and all members of your party, agree to do so forthwith, without refund or compensation.

Complaints:

Should you have a valid complaint about the accommodation, this should be reported in the first instance to your resort host, the owner or their representative. If the complaint cannot be resolved immediately, you should contact "It's Natural" Tel: 0044 1354 661511 during published office hours (Monday to Friday 10am - 5pm) and "It's Natural" will try to resolve the matter on your behalf. Should the complaint still remain unresolved, you should put the complaint in writing to "It's Natural" PO Box 66, March, Cambridgeshire PE15 8XP within 7 days of the end of the rental period. Complaints will not be considered unless they were raised with your resort host, the owner or their representative and "It's Natural" during the rental period.

Timescales for deposits, payments, and cancellations			
Weeks to start of rental	Booking deposit required	Balance payment due	Cost of cancellation
More than 10	30%	Before 10 weeks of start of rental	30% of total cost
Less than 10	30%	Within 7 days from confirmation issue	30% of total cost
Less than 4	100%	At time of booking	100% of total cost