

## **TERMS & CONDITIONS OF RENTAL**

The terms and conditions for booking our villa are listed below. Please keep this sheet for your reference.

### **BOOKINGS**

The signing of the booking form or placing of the online booking by the party leader confirms acceptance of the terms and conditions set out and shall be binding on the persons listed on the booking form intending to occupy the premises (or any subsequent amendments to this list)

No all male parties or parties of guests who are under the age of 21 will be accepted. No pets allowed. For the comfort of guests this is a no smoking villa.

To ensure comfort, security and peace of mind our home is registered with the state authorities and is in full compliance with all relevant legislation.

### **RENTAL PERIOD**

The rental period commences from 4.00pm local Florida time on the day of arrival and ends at 10.00am local Florida time on the day of departure. Vacating after 10.00am may incur a charge equivalent to one days accommodation cost unless previously agreed with the owner. Guests may be able to arrive earlier or depart later with the written prior agreement of the owners (subject to villa availability).

### **PAYMENT**

For bookings made direct with the owners a non- refundable deposit of £100 (\$150) per week is due within 7 days of your provisional booking. Payment of the balance is due 8 weeks prior to your arrival date.

For online bookings please refer to booking sites specific payment terms and conditions.

### **SECURITY DEPOSIT**

The client is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay. For direct bookings we require a refundable security breakage deposit of £150 (\$250) to be paid no later than 4 weeks prior to your departure. For online bookings please refer to booking sites specific terms and conditions.

Our local management company checks the home before your arrival and after your departure and will advise us of any faults. Any security deposits taken will be repaid to your party as soon as the management company has reported no damage to the property following your departure. Any damaged reported may result in retention of all or part of the security deposit, or through a booking website claims procedure where applicable.

Damage reported may include additional cleaning costs for removal of stains due to spillages. Receipts for repairs / replacements will be provided in the unlikely event that such retention of the security deposit is required. We reserve the right to pursue a guest for recompense for any and all damages caused which may exceed the value of the security deposit and will require payment within 14 days of being served notice of this. Florida has a sub tropical climate and care must be taken with food that is left uncovered. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred for lack of care may be passed to you.

### **CANCELLATION BY GUESTS**

In the event of your party needing to cancel, the following conditions will apply.

For direct bookings:

- 5-8 weeks prior to departure 50% of the total charge to offset the discount that we will need to re-book the property at short notice.

- Any cancellation within the final 5 weeks will regrettably result in loss of the whole booking fee (not including the security deposit)
- Failure to pay the final balance by the due date may result in cancellation of the booking and loss of deposit.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

#### For booking made via booking websites

Please see booking websites specific cancellation terms and conditions.

#### **CANCELLATION BY THE OWNERS**

In the unlikely event that personal circumstances necessitate cancellation of the booking we will refund any monies paid by the party (without interest, compensation or consequential loss of any kind). However the management company will always seek to relocate your booking to a villa of a similar or superior standard.

**Force Majeure** : The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond the owners control including, but not restricted to, war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation or schedules by carriers, adverse weather conditions, fire, flood, industrial dispute or any other event beyond our control.

#### **SAFETY & SECURITY**

To comply with state fire regulations under no circumstances may more than the maximum number of persons identified on the booking form occupy the property. The swimming pool is used entirely at the guest's own risk. No diving is allowed and children must be supervised at **all times** whilst in the pool area. Glass is not permitted in the pool area at any time. Please use the plastic items provided.

#### **COMPLAINTS**

In the unlikely event of a problem arising whilst you are on holiday (relating to our villa) you should immediately contact our management company who will seek to resolve the matter speedily. Your satisfaction with our villa is paramount to us and should you consider that the matter is of a serious nature, we ask you to contact us direct within 14 days of your departure from our villa. However, if the problem has not been reported to the management company then we cannot accept any responsibility.

#### **DISCLAIMER**

**LIABILITY** – The property is privately owned and neither the owners nor the management personnel accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused.

The owners and their agents reserve the right of entry at any time. (This includes such workers as pool maintenance, gardeners etc)

Villa description: whilst all information supplied regarding the villa is deemed to be correct to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form any part of contract.

#### **LAW**

This contract is subject to and shall be constructed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

**We want our home to remain as clean and tidy for each and every visitor, so please respect our home and treat it with the care it deserves. Thank you for your co-operation.**