



## Terms and Conditions

### 1. BOOKING

A provisional booking date may be made and will be held for two weeks pending receipt of a completed booking form and full deposit or payment as appropriate. Only the persons named on the flight information form are allowed to stay in the house. Florida State Law prohibits subletting, sharing or assigning. Any persons not shown on the form will be asked to leave.

### 2. DEPOSIT / SECURITY DEPOSIT

A deposit of £100 is required with the completed booking form. Confirmation of booking will normally be made within seven days of receipt of deposit. Once the booking is confirmed, the deposit will be non-refundable but will be deducted from the full rental amount due. A refundable security deposit of \$250 will be payable on arrival to cover any breakages or damage whilst staying in the holiday home.

### 3. PAYMENT OF BALANCE

At the time of confirmation, an account will be issued showing the balance due. This is payable eight weeks prior to the date of departure. Bookings made within eight weeks of departure are payable in full at the time of booking. Full details and key collection details will be sent to you after full payment has been received.

### 4. NON PAYMENT

The Owners reserve the right to cancel the booking if payment is not received by the due date.

### 5. CANCELLATION CHARGES

The client may cancel the booking at any time after it has been confirmed. Cancellation must be made in writing. The following cancellation charges will apply:

More than eight weeks	deposit forfeited
Between four and eight weeks before departure	50% of total cost forfeited
Less than 28 days before departure	100% of total cost forfeited

### 6. AMENDMENTS

Alterations to dates of confirmed bookings can be made at Owners discretion and the client's request - an administration fee of £10.00/\$15.00 will be charged. Changes will be notified in writing with the relevant fee.

## 7. ARRIVAL / DEPARTURE

The rental commences at 4.00p.m. on the day of your arrival and ceases at 11.00a.m. on the day of your departure. The property will be cleaned before your arrival and again on your departure. All rentals are inclusive of electricity, water and local sales taxes. A telephone is available for your use in the villa, with local calls being free of charge, but you will need a pre-paid phone or credit card for long distance or international calls.

## 8. FORCE MAJEURE

No liability can be accepted by the Owner where the contract is affected by 'force majeure'. In the context of these terms and conditions, 'force majeure' is any event that the Owner or the property management company could not, even with due care, foresee or avoid. These events include but are not limited to war, threat of war, riot, civil commotion or strife, hostilities, industrial dispute, natural disaster, fire, acts of God, terrorist activity, nuclear disaster, adverse weather, government action, technical problems with transportation or other events outside the Owners or the property management companies control.

## 9. COMPLAINTS

If there are any problems with the rental home or the management company during the rental period, the customer must inform the management company immediately. If the matter is not resolved the customer must follow up the complaint in writing to the Owner within 14 days of the end of the rental period

## 10. LIABILITY

The Owner's or Owner's agent do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused. Please bear in mind that the villa is situated on a development which consists of both residential and vacation homes. Therefore, the Owners or Owner's agent cannot be held responsible for any ongoing construction, alterations to existing houses or any noise as a result thereof on or around the housing development.

## 11. POOL AND SPA HEATING

There is an additional charge for pool and spa heating which must be paid for within the final balance. In the event pool heating is requested and paid for, the Owners cannot guarantee the temperature of the pool as this will vary according to different factors, the main one being the prevailing weather conditions.

## 12. INVENTORY ITEMS

No inventory items must be removed from the house. This includes linen and towels. Any breakages or damage must be reported to the management company immediately.

## 13. INSURANCE

Clients are recommended to take out adequate holiday insurance to cover eventualities such as cancellation, accident, sickness and damage.

## 14. NO SMOKING POLICY

Please note that the Owners do not allow smoking within the home but is permitted within the pool area only.