

BOOKING TERMS & CONDITIONS

Bookings & Deposits

- To make your reservation with us a booking form must be completed by a leading member of your party. This confirms the names of all the party and that all agree to the terms and conditions of the rental.
- A booking deposit of 10% of overall booking is required to secure your booking.
- Your booking will be confirmed upon us receiving your booking form and clearance of your deposit.
- Payment method is by check or money order

Security Deposit

- A security deposit of \$300 will be required to cover (any breakages, damage, spillage stains, additional cleaning cost, loss of keys etc)
- This is to be paid along with outstanding balance 8 weeks prior to rental period.
- Your deposit will be returned immediately upon confirmation from our management company that no damage has occurred. (no later than 4 weeks after departure from the villa) In the event of any excess damage of any kind, excessive cleaning costs by our agents. The lead named person on the booking form will be held responsible for all additional costs which exceed the security deposit.
- **Breakages**
- All breakages, accidents or losses must be reported to the Management Company as soon as possible. The client agrees to pay the full cost of any breakages, losses or damage to the property

Payment of Balance

- Payment of outstanding balance including security deposit is required 8 weeks prior to the rental period.
- Failure to make the final balance payment within the specified time may result in cancellation of your booking and loss of your deposit.

Arrival and Departure

- The villa is available for occupation from 4pm on day of arrival and vacated by 10.00 am on day of departure.

- It may be possible to be flexible with arrival and departure times if the villa is not occupied on these days but prior arrangements must be agreed with us.

If you have to cancel your booking

- If you or your party cancel your booking after confirmation, the following cancellation charges will apply.
- Period up to 8 weeks prior to rental period.
- You will lose your booking deposit
- Any security deposit / Balance payments already paid shall be returned in full.
- Any period between 8 weeks prior to rental and up until rental period
- Loss of your villa deposit and your balance paid.
- Your security deposit shall be returned in full immediately.
- All refunds will be discounted the appropriate credit card/ bank fees.

If we have to cancel your booking.

- If we have to cancel your booking it will be for reasons beyond our control ie hurricane damage, flooding or any other eventuality.
- In this situation we will do our utmost to relocate you to a villa of similar size and quality or better in same area where possible.
- We cannot be responsible for liability for any other costs ie flights, car hire etc.

Force majeure

- We do not held any liability under force majeure situations.
- Eg war, threat of war, hostilities, strike action or industrial disputes, natural disasters, acts of god, terrorist activities, airport closure or any other events out of our control.

Travel Insurance

- Parties are advised to ensure they have appropriate insurance in place at time of booking to cover any eventualities.

Complaint

- In the unlikely event you have reason for complaint, please inform the management company immediately so we can rectify it.
- If your complaint hasn't been resolved by us and you are still dissatisfied then please inform us immediately.
- We will then ask you to put it in writing within 10 days for us to

address.

Use of amenities No responsibility can be accepted for injury, loss or damage to guests own belongings.

- The owners and the Management Company of the property accept no responsibility whatsoever for death, personal injury, accidents, loss or damage to persons or personal belongings however caused.
- The use of all accommodations and amenities including the pool and or spa is entirely at the users own risk. The owners or Management Company cannot accept responsibility for the sudden failure of villa equipment but will take immediate reasonable action to rectify any such failure upon notification by the guests.
- Smoking / Pets: For the safety and comfort of all our guests smoking is not permitted within the property. Smoking is permitted outside the property. No pets are allowed. If pets / animals are found in the house it is grounds for immediate eviction.
- The house has a swimming pool / spa. The owners and the owners agents do NOT accept liability for injury or death. Howsoever caused, as a result of the Pool / Spa use. Guests are specifically requested to supervise children at all times as the pool is around six feet deep at the deepest part. Guests must also exercise great care on wet surfaces and must not dive into the pool. If the pool heaters cannot reach optimum temperature due to adverse cold weather conditions the owners or the Management Company cannot accept liability.
- Air-conditioning: In a sub-tropical climate it is vital that doors and windows are kept closed at all times to keep out the heat and humidity. Failure to do this will result in excessive air conditioning electricity charges. In Florida`s humid climate it is all too easy to freeze up the air-con condenser units causing the system to fail. A frozen condenser unit will require the attention of a service engineer and the repair costs will be deducted from the Security deposit.