

TERMS & CONDITIONS FOR RETAIL RESERVATIONS

The following Terms and Conditions apply to all bookings made on this website or with our reservations team. We kindly ask that you take a moment to read them prior to making a Booking.

BOOKING

Bookings are only confirmed once these terms and conditions have been acknowledged and the deposit or full payment is received. Once the deposit or full payment is made, we will send you a confirmation e-mail for your records.

While bookings are not confirmed, rates and availability are subject to change without notice.

CHARGES

The rates displayed on the website are per home, per night, for the specific property you are booking. Plus local and State taxes.

All bookings will be assessed \$75.00 of which \$25 is a processing fee and a non-refundable \$50.00 property protection plan that will cover you for accidental damages of up to \$1,000 which must be reported immediately to Casa Floridian to be covered. Failure to immediately notify Casa Floridian of damages will result in loss of coverage.

Please be advised that intentional damage or gross negligence are the responsibility of the guest and are not covered by the property protection plan.

FLORIDA STATE LAW - MAXIMUM OCCUPANCY:

2 people per bedroom, 2 more if there is a sofa sleeper.

Occupancy may not exceed what is posted for each home, which includes infants and children. In the event we find guests exceed the occupancy posted for each home, we reserve the right to evict guests from the property with no compensation or refund. The staff or agents of Casa Floridian may enter the premises in order to perform inspections, routine maintenance and/or repairs.

PAYMENTS

We accept the following methods of payment: Credit cards: Visa, American Express, MasterCard, and Discovery.

For reservations made more than 30 days prior to arrival, a \$325 deposit is required at the time of reservation. The balance is due 30 days prior to arrival. The reservation is not confirmed until your deposit is received. If payment is not received, your reservation will be cancelled and your deposit will be forfeited.

If you are checking in within 30 days, the full payment is due immediately.

Failure to comply with specified payment due dates, may result in cancellation of your

booking. We may treat the failure to pay as a cancellation by you of your reservation. Deposits made will be subject to our cancellation policies listed below.

CHECK IN & CHECK OUT

Check-in: from 4:00 pm on the day of arrival; check-out is by 10:00 am on the day of departure. Early arrival or late departure times may be available, subject to availability and additional charges may apply.

We will email final instructions including directions and check-in details, approximately 2 weeks prior to the arrival date.

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport, identity card or driving license.

We will request your credit card details and your consent to use the card for any outstanding balance you may owe. This credit card number will be charged if items are stolen or damaged in the rental property. You will also be required to sign an authorization form prior to check-in. The property should be left reasonably clean. If the property is not left in a suitable condition, it may be necessary to charge the credit card for costs to cover extra cleaning or trash removal.

CANCELLATION POLICY AND NO SHOWS

All cancellation requests must be received and acknowledged by e-mail and are subject to the following penalties:

- 60 days or more prior to arrival - \$75 .00 Cancellation Fee.
- 30-60 before arrival date = \$325.00 deposit will be Non-refundable.
- 30 Days or less prior to arrival = 100% of the payment will be kept by Casa Floridian to compensate the homeowner.

All Guests are strongly advised to have adequate travel and medical insurance in place for all members of the party and for the entire period of rental.

Please note that no refunds will be given for late arrivals, early departures or unused days of your accommodation package.

Changes or Cancellation by the Company

We understand you have reserved the home of your preference, please be advised that circumstances beyond our control may require us to change your reservation to another rental property of equal or upgraded value. In the event we are unable to honor your reservation, a full refund of all monies paid to Casa Floridian will be made and that will constitute the limit of the company's liability.

PETS & SMOKING

Guide dogs are accepted with prior arrangement, pet fee applies.

Guests are not permitted to smoke in the homes.

In the event we discover an un-authorized pet has been in the home or there has been a person smoking inside, a minimum fee of \$250 will be charged and used to perform a deep cleaning of the property.

SWIMMING POOLS SAFETY RULES

No lifeguard on duty. Swim at your own risk. Parents must at all times, supervise children when using pool facilities and the facilities of the community. Keep the area clear of clutter, debris and toys. No glass near the pool/water area. Keep gates to the pool area closed and locked at all times. Pool covers should be completely removed prior to pool use. CHILDREN MUST ALWAYS BE SUPERVISED IN THE SWIMMING POOL AREA!

LIABILITY

We cannot and do not accept liability, for any death, personal injury, sickness, accident, any delay, increased expenses or any other misadventure incurred or suffered by clients, or for any loss or damage caused to any possessions brought onto the rental property and we're not responsible for any items left behind by guests.

We are not responsible for any lost or stolen items. We accept no responsibility or liability for failure of equipment in the rental property. After notification of equipment failure, we will rectify the problem in a reasonable and timely manner.

FORCE MAJEURE

Casa Floridian accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service.

ERRORS OR OMISSIONS

While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, Casa Floridian does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular property rented.