



## 1. How to Make a Reservation

Once you have chosen the home you would like to reserve, please call Prime Villas Orlando at 407-706-4894 or book online through our website. By agreeing to rent one of our homes you are agreeing to the terms and conditions as below. There are two ways a customer can pay for the reservation. Wire or Credit/Debit Card (Visa or MasterCard), a 4% booking fee will be applied on all bookings made by credit card.

If you choose to pay by wire: Please call the office and confirm payment method. Even wire transfers may be subject to a fee. If you are making your reservation 60+ days before arrival, 35% deposit will be due immediately and the balance will be due 42 days before arrival. If you book within 42 days before arrival, you will need to pay by credit card and the full balance of booking will have to be paid right away.

## 2. Damage Waiver, We Got You Covered!

We manage a portfolio with luxury and valuable vacation rentals. Incidental damages made to these properties easily supersedes the amount of your security deposit. Therefore, in your and our favor, Prime Villas Orlando requires a mandatory Accidental Damage Protection Plan. For a flat, \$78.00 fee, you will be covered for accidental damages up to \$5,000.00 to the rental property. It is required and not negotiable.

If the total of damages supersedes \$5000, the remainder will be sent to our legal department for further investigation. If there are suspicions of intentional destructions, legal action will be taken.

## 3. Security Deposit

A \$350.00 security deposit will be required via debit/credit card, this is fully refundable subject to no damages being done to the home. Our staff will do an inspection the day of your departure. Incidental damages will be claimed under the mandatory damage waiver. If there is no coverage for the damage made to the property, the security deposit will be used to cover the damages. Any uncollected amount for damages will be sent to our legal department for collection. If our company makes a charge for damages, we will provide pictures of the damage items. If there is not any damage to the property, the security deposit will be returned within 14 days after departure. When you check in at the property, you will need to do a thorough walk through of the home. If there are any damages, you must contact the local office during business hours. (Mon-Fr 9:00AM – 4:30PM, Sat 9:00AM-12:00PM) FAILURE TO FOLLOW THIS STEP MAY RESULT IN THOSE DAMAGES BEING CHARGED AGAINST YOU AT THE TIME OF CHECK OUT FROM YOUR CREDIT CARD.



## 4. Confirmation

Customer will receive the confirmation along with arrival instructions via email. Sometimes the confirmation will go to the junk or spam mailbox. Please check this before contacting us. You will need to look over your confirmation to make sure all the information is correct. Please pay special attention to the property, check in and check out dates, and rate.

## 5. Paying Balance

Please refer to your confirmation for payment due dates. If payments are not paid by the due dates, then the booking will be cancelled and if you have already paid your deposit this may not be refunded.

## 6. Cancellations

If you cancel 60 days before arrival, then there is a \$125 cancellation admin fee. If you cancel 0-31 days before arrival, then the full amount of the rental is nonrefundable. If you cancel 59-32 days, then 50% will be deducted from the outstanding balance. If you have not paid the full amount of the rental and you cancel inside the nonrefundable period, Prime Villas Orlando will enforce your cancellation in full.

Because of our strict cancellation policy, you may want to purchase travel insurance through which we can email direct to you and can take payments for this. Please note that cancellations must be in writing by email to [info@primevillasorlando.com](mailto:info@primevillasorlando.com). We will then cancel the reservation and an email response will be sent.

## 7. Damages

When you arrive at the home, please inspect the property for damages. Call our local office within 24 hours to report any damages found upon arrival. If there is damage to the home and it is not reported, you will be held responsible. After your check-out, the onsite management company will inspect the house and notify you of any damages found to the home made during your stay. The manager will contact you via email or phone about any damages that were found. We will provide a detailed list along with the amount that will be charged.



## 8. Check-in / Check-out

Check-in is 4:00PM (on the day-of-arrival) Check-out is 10:00AM PROMPT on the day-of-departure. If you want to have a late checkout or an early check-in, please check with our office if this is available for your property. The fee for a late check-out or early check-in is \$75. A late check-out or early check-in has to be confirmed by us in writing. When a guest checks out late without a confirmed late check-out it hinders our ability to clean the property properly for the guest checking in later that day. When we have guests check in early without our written consent, it rushes our cleaners to finish quickly and does not allow for a full detailed clean.

## 9. Some House Rules

Linens and towels are provided in the home. There's only one roll of toilet paper provided by us in each bath room. You will need to buy toilet paper, paper towels, dishwasher and clothes soap, along with other products at the local grocery store. As a courtesy we will provide a little startup set with some household items.

All homes are non-smoking. A \$350.00 fee will be charged to your credit card if our cleaners detect smoking in the home.

Do not flush anything down the commode other than toilet paper and human waste. This includes **paper towels, baby wipes, cotton balls, ear-tips, hygiene products, and plastic wrappers**. There will be a charge to your credit card to unblock a toilet. This is not covered by a damage waiver.

Running the air conditioner while the doors or windows are open will cause the outside air conditioner unit to work overtime and possibly freeze. This will cause the air conditioner to quit working. If this happens, the guest will be charged for the repair.

Maximum Occupancy is strictly enforced based on Florida Statues. There shall be no more than the maximum number of guests allowed by law. The maximum number of guests is posted on our website. The lead guest on the reservation must be over 25 years old and must be staying in the home for the entire stay. If the lead guest is not staying in the home, this makes the reservation void and the group must leave the home without a refund for the rental.

Parties are not allowed in any of our homes and underage drinking is not allowed and will not be tolerated. If this occurs, we will notify the local authorities and guests will be subject to all local county and/or state laws pertaining to this violation. If underage drinking is discovered in the home, the group will be asked to vacate the property and no refund will be given for the rental. Noise Disturbance should be avoided, and guests need to be respectful of their



neighbors. Do not disturb other guests while they are on vacation and please keep noise levels down, especially in the early mornings and late evenings.

## 10. Pests

Florida is notorious for bugs. Our homes are sprayed frequently; however, if food is left out on the counter or if clothes are kept on the floor, it will attract bugs. If you do experience problems with this, please contact the management company immediately. Be careful with bringing cardboard boxes from supermarkets. They can contain roaches or eggs from roaches. It's normal that you see an increasing of roaches after heavy rain fall....nobody wants to drown.

## 11. Pool Heat is Optional

Pool heat is not included in rates of the house. Depending on the size of the pool, time of the year and the source of heating, rates can vary. Pool heat will automatically shut off if the temperature drops below 50 degrees Fahrenheit. The onsite property management team cannot override this as it is a security measure to prevent breaking the pool pump. Refunds will not be given if this occurs. If pool heat is not working correctly, then contact our onsite management staff. If the pool heater is broken, then pool heat refunds will be given for the number of days the guest is without this service. Staff must be aware of this issue when it occurs. Refunds will not be given when pool heat issues are brought to our attention after the stay.

Pool heat is set between 83F-87F. We are not able to adjust the pool heat. If you arrive and the temperature is in this range and it is not comfortable for you, then the only option is to turn the pool heat off. Please note: if the home has a Jacuzzi/Spa you must purchase pool heat for it to be warm. The Jacuzzi/Spa is only heated by the pool heater. The pool heater pump operates approx. 8-10 hours a day. If you request pool heat the day of arrival or while you are at the home, there will be an additional \$25 call out fee assessed to the guest.

## 12. Force Majeure

No liability can be accepted, or refunds given for events, which are 'force majeure'. These include, but are not limited to war, threat of war, riots, civil commotion, terrorist activities, industrial disputes, technical difficulties with transportation, natural or nuclear disaster, fire, adverse weather conditions or other events outside our control.



## 13. Liability

Prime Villas Orlando accepts no liability whatsoever for any injury or loss sustained by guests or any other visitors while in the home or swimming pool, or for any loss or damage caused to any property brought to the premises. No responsibility is accepted for any death, illness, loss or damage to property and/or motor vehicles.

## 14. Pets and Smoking

All homes are non-smoking, and pets are not allowed in any home unless management has checked first with owner to gain their approval. A pet fee will be charged to the booking fee. Anyone who smokes in a house or brings a pet to a house without approval will be made to leave the home immediately. No refunds will be given, and a \$350 cleaning fee will be charged to the card on file.

## 15. Complaints

Should you need anything during your stay, please contact the onsite management company at the number provided to you on your confirmation form. The onsite management company's office hours are Monday through Friday 9:00AM - 5:00PM and Sat from 9:00AM – 12PM. Non-Emergency items need to be handled during these hours.

Pool heat is a non-emergency item. Do not call after hours for this item.

There will be a \$35 charge if non-emergency calls are made after hours.

### **Some emergency items would include:**

- 1. No Power or water.**
- 2. Locked out of the home.**
- 3. Cannot locate the home.**
- 4. Any item that may cause damage to the home or to the guest.**
- 5. Broken AC.**
- 6. Flooding**



## 16. Neighborhood / Resort Facilities

Some of our properties have facilities that are controlled by the neighborhood homeowner's association. From time to time there may be maintenance or repairs that are needed. This could cause the closure of these facilities for short periods. Some examples are but not limited to: Community swimming pools, clubhouse, pool heaters, and community Jacuzzi's. If there is a closure of these facilities during your stay, then Prime Villas Orlando will not be held liable or be responsible for customer refunds.

## 17. Zero-Tolerance-Policy

Guest will be immediately asked to vacate the property if the following rules are broken:

A. Maximum Occupancy. Please make sure you do not have more guests at the property than the property accommodates. At no time can there be more guests at the home than the maximum occupancy. This includes friends and family visiting.

B. Unless paperwork is provided for a service dog before arrival, we have a zero-pet policy.

C. We have a non-smoking policy.

D. Careless action and known damage that has occurred during the stay. Please note the individual owner of the property can pursue legal action for damages that occur in the home that is larger than the damage waiver covers.

E. Underage Drinking or use of illegal substances.

F. Noise Disturbances that affect guests in other homes around the house you are staying in.

G. The lead guest on the reservation must be staying in the home for the entire stay.

## 18. Rates

Rates are subject to change without notice. Prime Villas Orlando, at its discretion, may raise or lower the rates of any given property at any time without notice. Once you make a reservation, you are locked in at the rate agreed upon. If our rates decrease, then we will not refund the difference of the agreed upon rate and the new rate. If you have a confirmed reservation and our rates increase, then we will honor the agreed upon rate when you made the reservation.



## **19. Parking**

Guests must park in designated parking spots or on the driveway. Roadside parking is prohibited. Any fees incurred from tickets or towing expenses are the sole responsibility of the guest.

## **20. Terms and Conditions**

Booking with Prime Villas Orlando signifies that you are agreeing with our terms and conditions.