

TERMS & CONDITIONS

Please ensure that you read and understand the following terms and conditions regarding your accommodation rental. If you have any queries, please do not hesitate to contact us for clarification before you sign the booking form.

The cost of your villa rental includes:-accommodation as booked, utilities e.g water and electricity, all linen and towels, end of clean stay and the services of our management company if required.

Pool heating is available at additional cost (see our rates section).

The following are not included in our rental prices:- flights, car hire and holiday insurance.

Bookings are valid after you have completed, signed and returned the booking form to us, together with the appropriate deposit (see below) and we have confirmed the booking in writing to you.

The person signing the booking form certifies that he or she is authorised to agree the booking terms and conditions on behalf of all the guests included on the booking form, including any substituted or added at a later date. This person must be a member of the party occupying the property and 21 years of age or over.

PRICE GUARANTEE:

Whilst we reserve the right to increase or decrease accommodation prices at any time, the price you will pay is that which is quoted at the time your booking is confirmed. This guarantee is offered subject to our terms and conditions and payment being adhered to and providing you do not make any further amendments to your holiday booking.

DEPOSIT:

A non-refundable deposit of £150/\$270 per week is required for each week booked.

Confirmation of your booking, along with an invoice will be sent to you once this payment is cleared.

The balance is due 10 weeks before the commencement of the holiday. If the booking date is less than 10 weeks prior to departure then the full payment is payable at the time of booking.

We reserve the right to cancel your booking if the balance and security deposit (detailed below) are not paid by the due date.

In the event of a cheque not being honoured by the bank on which it is drawn, we will make a charge of £10/\$15 to cover the bank charges and our administration costs.

SECURITY DEPOSIT:

For UK residents, a refundable security deposit of £200 is charged, which will be payable along with your final balance. This amount will be refunded within 28 days from your departure from the villa, subject to confirmation by our management company that the villa and its contents are in the same condition as on your arrival. Any damages, breakages etc will be paid for from the security deposit. Should any damages exceed £200, we reserve the right to claim from you the additional monies incurred in rectifying the situation.

For US residents, a mandatory Security Deposit Protection is required. This gives cover for any damage/breakages to the value of \$3000. Details enclosed.

VILLA CAPACITY:

The maximum occupancy of the villa is 8 persons and is determined by the authorities within strict guidelines for fire safety.

POOL HEATING:

If required this may be requested at the time of booking and paid for with the final balance. Clearly we cannot guarantee the temperature of the pool as this will vary according to several factors, the main one being the prevailing weather conditions.

ARRIVAL/DEPARTURE:

The villa is available after 4.00 pm on the day of arrival and ceases at 10.00am on the day of departure. Failure to comply with this may result in extra rental charges.

USE OF THE VILLA:

It is very important to note that only persons identified on the booking form are permitted to stay at the property. The party leader agrees not to sub-let, share or assign the property to any other person not authorised by the owner.

NO SMOKING AND NO PETS:

For the comfort of all our guests we operate a strict no smoking and no pets policy in the villa. Please note that contravention of the above will render your booking void and all monies, including the security deposit, will be forfeited.

CANCELLATION CHARGES/CONDITIONS:

Cancellation by Guest: We must be notified in writing as soon as possible in the event of cancellation. Should you cancel your booking the following will apply:

- More than 10 weeks before departure: Deposit forfeited
- Between 5 and 10 weeks before departure: 50% of total cost forfeited.
- Less than 5 weeks before departure: 100% of total cost forfeited.

If, however, we are able to re-let the villa for the same period we will refund all monies paid less the deposit.

Cancellation by us: In the unlikely event that circumstances beyond our control necessitate the cancellation of the rental agreement by us, we reserve the right to cancel any bookings at any time and will only be liable to refund monies already paid by you. We would, however, make every possible effort

to relocate you in a similar property of comparable comfort and quality.

Force Majeure: We will not be liable for any loss, damages or delay occasioned by events beyond our control e.g severe weather (including hurricanes), natural disasters, strikes, riots, political unrest, war or the threat of war, terrorist activity, industrial disputes, fire, flood, closure of airports, primary equipment failure. In the event of cancellation by ourselves due to these circumstances we may refund up to a maximum of the amount paid.

CARE OF THE VILLA:

We kindly request that you:-

- Take good care of our villa and leave it in a clean and tidy condition at the end of your stay.
- Report any damage, loss, problem or concern immediately it is discovered to our management company. Failure to do this will make any subsequent claim invalid.
- Agree to pay the full cost of any breakages, losses or damage to the property (our management company will be sole arbitrators on cause of damage or loss).
- Ensure that before entering the property from the pool area all guests, particularly children, have dried off as much as possible as the water from the pool is chlorinated and will stain and bleach fabrics. Wet towels and clothes should also not be placed on floors or furnishings.
- Ensure that the patio doors and windows are closed at all times when the air-conditioning is in use.
- Ensure that external doors and the internal garage door are kept closed when not being used, to reduce the possibility of pests and insects from entering the villa. Please also ensure that no food is left unwrapped and all spillages are cleaned up properly. The villa is treated regularly under a pest and termite control programme and we cannot accept liability for the presence of any pests.
- Permit our agents reasonable access to the villa to carry out any maintenance if necessary.

Wherever possible notice will be given should any entrance be required.

Please also be considerate to our neighbours with your behaviour and keep noise to a reasonable level as the villa is situated in a quiet residential area with both rental homes and homes occupied by US families.

LIABILITY:

We, the owners, our agents and our representatives do not accept and will not be held liable for any death, personal injury, accidents, loss or damage to persons or personal effects however caused, as a result of this booking and/or the subsequent holiday. This waiver also applies to people visiting the property as your guests.

In addition we do not accept any liability for injury, damage or loss caused, or for any such claim by a third party as a consequence of actions by the guest(s), and other people occupying the property during the period of the let.

No liability is accepted by us for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supplies of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by us.

INSURANCE:

It is essential that you take out adequate insurance to cover the above risks as well as for cancellation and medical expenses.

Claims for compensation, loss or injury must be directed to your insurance company and will not be entertained by us as owners, or our agent.

POOL SAFETY:

Guests may use the swimming pool at their own risk. They should always observe the rules detailed in our information book in the villa and observe the pool safety notice displayed in the pool area.

No diving in the swimming pool is permitted and guests are specifically requested not to allow unsupervised children to use the pool area at any time. A child safety fence is available for use when the pool is not in use. No glass is allowed in the pool area, plastic items are provided specifically for pool use.

WILDLIFE:

The feeding of any wildlife is against the law in Florida and strict penalties will be applied to anyone found breaking this law.

COMPLAINTS/PROBLEMS:

We sincerely hope that this will not occur, but should you have any complaint or problem during your stay please contact our management company immediately.

These terms and conditions and any matters arising from them shall be governed by and construed in accordance with the laws of England.

DECLARATION:

I agree to pay the balance 10 weeks prior to departure and confirm that I have read, understood and accept the Terms and Conditions above on behalf of myself and my party. I am over 21 years of age.

Signed Date