

# Booking Terms & Conditions

## 773 Tuscan Hills Boulevard Tuscan Hills Fl. 33897

### Bookings

The signing of the booking form by the party leader confirms acceptance of these terms and conditions and shall be binding upon the persons listed on the booking form intending to occupy the premises (or any subsequent amendments to this list.)

No all male parties or parties of guests who are under the age of 21 will be accepted. No pets allowed. For the comfort of guests this is a no smoking villa, however, smoking is allowed on the patio. Please use the ashtrays provided.

To ensure comfort, security and peace of mind our home is registered with the state authorities and is in full compliance with all relevant legislation.

### Rental Period

The rental period usually consists of a Saturday to Saturday booking but other periods may be available. Please ask for details. Midweek bookings may attract a 10% surcharge. Stays of 5 nights or less will incur a cleaning fee of £50. The villa is available for occupation from 4.00pm local time on the day of arrival and is to be vacated by 10.00am on the morning of departure. Vacating after that time may incur a charge equal to one day's accommodation unless previously agreed with the owner. Guests can arrange to arrive earlier or depart later if the villa is empty.

### Payment

Together with your completed booking form, a non-refundable deposit of £150 per week is due within 7 days of your provisional booking. Upon receipt of your booking we will send confirmation of your booking. Payment of the balance is due 8 weeks prior to your arrival date and upon receipt of this we will send you directions to the villa and details of how to obtain the key on arrival.

### Security Deposit

The client is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay. We require a refundable security breakage deposit of £150 to be paid with your balance prior to travel. This deposit will be refunded by cheque as soon as the management company has reported no damage and that you have returned the keys. Our local management company checks the home before your arrival and after your departure and will advise us of any faults. This may include additional cleaning costs for removal of stains due to spillages or stains. We reserve the right to retain the security deposit (either in part or in full) to cover damage or non return of keys.. Receipts for repairs/replacements will be provided in the unlikely event that such retention of the security deposit is required. We reserve the right to pursue a guest for any and all damages which may exceed the security deposit and will require payment within 14 days of being served notice of this. Florida has a sub tropical climate and care must be taken with food that is left uncovered. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred for lack of care may be passed to you.

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Visit our website at <http://www.orlandovillasrental.co.uk/>

Feel free to contact the owner (Margaret & Ray Shaughnessy) in the UK:

E-mail [RayShaughnessy@hotmail.com](mailto:RayShaughnessy@hotmail.com)

Telephone **01477 535570** / Mobile **07974 126951**

## **Cancellation by Guests**

In the event of your party needing to cancel, the following conditions will apply.

- 5-8 weeks prior to departure 50% of the total charge to offset the discount we will need to offer to rebook the property at short notice.
- Any cancellation within the final 5 weeks will regrettably result in loss of the whole booking fee (not including the security deposit)
- Failure to pay the final balance by the due date (8 weeks prior to arrival) may result in loss of the booking and deposit. If we do not receive the payment we will endeavour to contact the guest but receive no payment or communication, then unfortunately we reserve the right to cancel the booking and retain the deposit. If you do have a problem, please contact us as soon as possible to discuss the matter.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

## **Cancellation by Owner**

In the unlikely event that personal circumstances necessitate cancellation of the booking we will refund any monies paid by the party (without interest, compensation or consequential loss of any kind). However, the management company will always seek to relocate your booking to a villa of similar or superior standard.

**Force Majeure** : The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond the owners control including, but not restricted to war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation of schedules by carriers, adverse weather condition, fire, flood, industrial dispute or any other event beyond our control.

## **Safety & Security**

To comply with state fire regulations, under no circumstances may more than the maximum number of persons identified on the booking form occupy the property. The swimming pool is used entirely at the guest's own risk. No diving is allowed and children must be supervised **at all times** whilst in the pool area. Glass is not permitted in the pool area at any time. Please use the plastic items provided.

## **Complaints**

In the unlikely event of a problem arising whilst you are on holiday (relating to our villa) you should immediately contact our management company who will seek to resolve the matter speedily. Your satisfaction with our villa is paramount to us and should you consider that the matter is of a serious nature, we ask you to contact us direct within 14 days of your departure from our villa. However, if the problem has not been reported to our management company then we cannot accept any responsibility.

## **Disclaimer**

LIABILITY – The villa is privately owned and neither the owners nor the management personnel accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects however caused.

The owners and their agents reserve the right of entry at any time. (this includes such workers as pool maintenance, gardeners etc.)

Brochure /website description: whilst all information supplied in the brochure/website is deemed to be correct to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form any part of the contract.

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**Law**

This contract is subject to and shall be constructed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

**Contact**

If you wish to contact us please call us on 01477 535570 (Mobile 07974 126951) or, if you prefer e-mail, you will reach us on [rayshaughnessy@hotmail.com](mailto:rayshaughnessy@hotmail.com)

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