

Booking Terms and Conditions

Bookings

An initial reservation may be made by telephone or E-mail; this will be held for seven days pending the return of a completed booking form and initial deposit.

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

No parties of guests who are all under the age of 21 will be accepted.

No pets accepted.

For the comfort of guests, the villa is a **non-smoking home**, however smoking is permitted on the patio area. Please use the ashtrays provided

To ensure comfort, security and compliance with the Licensing Legislation, only those persons identified on the booking form are authorised to use the property. Any changes to the persons booked to occupy the villa must be notified for insurance purposes. The maximum number of guests in the villa is nine (9) with the condition that all persons sleep in the bedrooms/beds provided. Any persons not shown on the booking form will be asked to leave.

General

Stays of less than 7 nights will incur a cleaning fee of £55 sterling.

The villa is available for occupation from 16.00 hours local time, on the day of arrival, and must be vacated by 10.00 hours on the morning of departure.

All patio doors and windows that open onto pool area are fitted with alarms, while fire alarms are situated around the entire villa.

All bed linen and towels are provided, pool/beach towels are also provided for your convenience.

Payment Details

Together with your completed booking form, a **non-refundable deposit of £100 sterling per week** is due within 7 days of your initial reservation, to be sent with your completed Booking Form. Upon receipt of your deposit, and following bank clearance, we will send you, your receipt and confirmation of booking.

Villa rate will be guaranteed against price increases once deposit is received.

Payment of the balance is due 8 weeks prior to your arrival date.

Upon receipt and following bank clearance of your parties final payment, we will send out directions to the villa and the security lock box number for the front door key.

Security/Breakages Deposit

The villa front door key must be left in its security lock box each time you leave the property. The loss of the door key will result in a charge of £50 from your security deposit.

You will be provided with 1 key to the villa. In the situation that you lock yourself out, you must phone the management company immediately, and they will allow you re-entry into the villa. This may unfortunately incur a small charge for their service depending on the time of the call out.

The client is solely responsible for any damage or breakages that may be caused to the property its contents or any items in the inventory during your stay. All damage and faults caused or found at the villa must be reported to the management company at the earliest opportunity.

You will also be required to provide a **£200 security deposit** to be held as surety against loss or damage. This will be taken by the management agent in the form of a credit card imprint after you arrive. This will not be processed provided there is no damage or missing items as a result of your occupancy, (excluding normal wear and tear). Alternatively security deposit can be paid with final balance, this will then be returned to you within 30 days of your departure, providing the management company have reported no damage, breakages, or loss, and you have left the keys as requested. Our local management company checks the home before your arrival and after your

departure and will advise us of any faults. These may include additional cleaning costs for the removal of stains due to spillages or stains etc.

We reserve the right to retain the security deposit (either in part or in full) to cover damage, breakages or non-return of the 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 recompense for any and all damages caused, which may exceed the value of 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. Apart from spoiling and contamination, food left uncovered can attract insects very quickly. Any additional cost for pest control services incurred due to the lack of care may be passed to you.

Cancellation

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

8 weeks or more prior to departure	-	Loss of Deposit
4 – 8 weeks prior to departure	-	Loss of 50% of total Rental
Less than 4 weeks prior to departure	-	Loss of 100% of total Rental

Cancellations must be confirmed in writing by the person whose signature is on the booking form.

In the unlikely event that the owners, due to circumstances beyond their control, have to cancel the booking, the lead guest will receive a complete refund of all monies paid by them to the owners. However, the owners will not be liable for any other loss incurred by the clients.

Alterations to confirmed bookings: All requests to alter a confirmed booking must be made in writing and must be confirmed by the owners in writing. Whilst the owners will try to accommodate any requests to alter a confirmed booking (subject to availability) we make no guarantee that any alteration will be possible. If an alteration is not possible and the guest decides to cancel, the cancellation charges will apply.

We strongly recommend that all guests take out adequate holiday, injury, medical and cancellation insurance cover at the time of booking.

Force Majeure

The owners and their agents cannot accept responsibility, be responsible or be liable in respect of 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 conditions, fire, flood, industrial dispute or any other events beyond the owners 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.

Diving is not allowed.

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 or Dissatisfaction

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, in writing within 14 days of your departure from our

villa. However, if the problem has not been reported as requested to the management company then we cannot accept any responsibility.

Liability Disclaimer

The property is privately owned and neither the owners nor the management personnel accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects, however caused as a result of, use of the pool, and villa.

It is your responsibility to ensure that children are at all times supervised, in and around the pool area and inside the villa.

Passports and Visas (non US residents)

There have been changes regarding Visa documentation for entry into the USA, it is recommended that villa guests check the requirements with the Passport Office, UK Passport Service - Advice Line - 0870 5210410 or www.passport.gov.uk or the US Embassy 020 74999000 or www.london.usembassy.gov prior to their vacation. It is the responsibility of all travellers to ensure that they have the correct documents, we cannot be held liable if entry into the USA is refused.

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.

If you wish to contact us, please call (+44) (0) 1895 467522 (UK)

Or if you prefer to E-mail you will reach us on enquiries@hamptonlakesvillaonline.com