

Terms and conditions

BOOKING & DEPOSIT

A provisional booking may be made via the telephone or email and will be held for 7 days, allowing for the deposit to be received. A GBP£200/USD\$300 deposit is required to confirm your booking along with a signed booking form. The lead person on the booking form must be over 25 years of age and must be a member of the party occupying the villa. By signing, he or she certifies that they agree to the Booking Terms & Conditions on behalf of all persons included on the booking form and will be deemed as the agent for the whole party. Bookings cannot be accepted from anyone under the age of 25.

BALANCE PAYMENT

This will be payable 8 weeks prior to the date of arrival. Bookings that are made within 8 weeks of departure are payable in full at the time of making the reservation. The owner reserves the right to cancel the booking if payment is not received by the due date. Rentals are inclusive of electricity (excluding pool heating), water and local taxes.

SECURITY DEPOSIT

A GBP£300/USD\$500 security deposit is required with the balance payment and will be refunded once the property has been cleaned and checked for damage or loss of property. In the event of any charges being made you will be advised in writing, otherwise the deposit will be refunded within 21 days of return.

DEPOSIT RULE

If you have any additional costs incurred during your stay please can you make sure these are paid prior to departure? Finally please remember to place villa keys back into the lock box and make sure that the box is locked when you leave the villa. Lost or missing keys will be charged against your deposit.

VILLA OCCUPANCY

The villa is licensed by Polk County, Florida for a maximum occupancy of 8 (eight) persons, including children and babies. Only those persons named on the booking form are permitted residency of the villa for all or part of the rental period. Any persons occupying the villa overnight who are not shown on the booking form will be requested to leave the premises by the Management Company.

IF YOU CANCEL YOUR BOOKING

If you wish to cancel the whole or part of your booking, we must be informed in writing. The following cancellation charges will apply at the time of the written notification being received. More than 56 days - Deposit only, between 28-56 days - 50% of the rental fee, between 14-28 days -75% of the rental fee, 14 days before or less - 100% of the rental charge

IF WE CANCEL YOUR BOOKING

In the event of circumstances beyond our control requiring us to cancel a reservation, only repayment in full of any monies paid in respect of the reservation will be made, no other compensation will be paid. We will endeavour to find suitable alternative accommodation through our Management Company, however we cannot accept any liability whatsoever in respect of any loss or damage sustained by the hirer in these circumstances in relation to any other services / transport purchased.

FORCE MAJEURE

Except where otherwise expressly stated in these conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any injury, damage, loss or expense of any nature as a result of "force majeure". In these conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include actual or threatened war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, disease, fire and all similar events outside our control.

INSURANCE & HOME SECURITY

We strongly recommend that you arrange adequate holiday insurance which should cover the cost of cancellation by you, all medical costs and the cost of assistance, including return to the UK in the event of an accident or illness. Whilst our home is protected by home & contents insurance, as well as public liability, our home insurance does not cover guests personal belongings - it is therefore recommended that your insurance cover these items also (this is standard). Please be aware that many insurance companies will only cover you if you use the safe provided and lock all doors when the home is vacant. This is your responsibility, we cannot take any responsibility for non-compliance.

ARRIVAL & DEPARTURE

The villa is available after 4:00 p.m. on the day of arrival and must be vacated by 10:00 a.m. on the day of departure. Failure to comply with this may result in extra rental charges which the Guest agrees to pay.

SWIMMING POOL & HEATING

The villa has a private swimming pool. The Owners do not accept any liability for any injury however caused as a result of the use of the pool. Guests may use the swimming pool at their own risk and diving is not permitted. The doors to the pool have had alarms fitted and guests are specifically requested not to allow unsupervised children to use the pool at any time. Local laws apply. Pool Heat is available at an extra cost. In the event that pool heating is requested, we cannot guarantee the temperature of the pool water as this varies according to local factors, especially the prevailing weather conditions. Plastic glasses and crockery are provided for use around the pool. Glass and crockery is not allowed around the pool.

POOL HEATING

Pool heating is an optional extra arranged at the time of booking as per the daily rate quoted and is normally requested between the months of November - April. This is subject to weather conditions - the colder the weather the longer the heater will take to warm up. Guests are not permitted to touch the pool heater controls. Any sign of tampering and the pool heat will be turned off with the payment being forfeited. Pool heating will be switched on during the day ordered and may take some time to heat the pool to optimum temperature. Having ordered pool heating, The Owner is not responsible for the weather and, if it is warmer than expected, pool heating still has to be paid for. Like you, we have no control over the weather! We are unable to guarantee the water temperature with pool heating as this will depend on the prevailing weather conditions. The heater is a mechanical device, as with any mechanical device it can be subject to electrical / mechanical failure. If such an occurrence was to happen, every effort will be made to repair the heater. If the guest has paid for pool heat, then we shall refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for. Any problems with the pool should be reported to the Management Company.

POOL CLEANING

The pool is cleaned and chemically balanced every week for your safety and comfort; however, on rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay, there may be a period when the pool is out of commission. The length of time will be directly related to the treatment carried out and cannot be quantified beforehand. In all cases our pool professional will endeavor to keep disruption to a minimum.

INSECTS

Florida has a sub-tropical climate and some insects and small creatures are inevitable and are not a cause for complaint. Their presence is no reflection on the cleanliness of the property. The home is treated regularly as part of a pest and termite control program. It is vital that all external doors and windows are kept shut at all times, not only will this help to keep bugs from the property, but it will also enable the air conditioning unit to function more efficiently.

SMOKING

We have a strict NO SMOKING policy within the villa. If our Management Company find any evidence of smoking during your stay, this will be regarded as a serious breach of contract and the whole party will be evicted immediately. All monies paid will be forfeited and you will be liable for a deep clean fee along with a 'clean air' fee to replace the air conditioning filters.

PETS

To ensure the comfort of all of our guests, we have a strict NO PETS policy. If our Management Company find any evidence of a pet staying at the villa, this will be regarded as a serious breach of contract and the whole party will be evicted immediately. All monies paid will be forfeited and you will be liable for a deep clean fee of the entire property.