

BOOKING TERMS AND CONDITIONS

The signing of the Booking Form by the party leader confirms the acceptance of the terms and conditions set out and shall be binding on the person(s) booking and intending to occupy the premises. To ensure comfort, security and peace of mind our villa is registered with the State Authorities and are in full compliance with all relevant legislation.

Booking:

- A non-refundable deposit of £150 sterling per week is due within 7 days of your initial reservation, to be sent with the completed Booking Form. On receipt of your deposit we will bank your cheque and wait for clearance, following which we will send out a receipt and confirmation of booking.
- Check-in is after 4pm and Check-out is 10am. Guests may arrange to arrive earlier or leave later if the villa is empty.
- Guests should thoroughly check our home on arrival and report any problems or deficiencies to the owner/agent within 24 hours of arrival.
- In the unlikely event that circumstances beyond our control require us to make changes or cancel the booking, we will inform you as soon as possible. We reserve the right to cancel any bookings at any time, and will only be held liable to refund monies already paid by you the client.
- Guests using our home are responsible for all damage and missing inventory items or loss occurring during their stay and the cost of repair/replacement- please note that guest liability in this respect is not limited to the security deposit amount.

Maximum Occupancy

- The maximum number of guests for Palm Villa is limited to twelve (12) persons. This property requires a seven (7) night minimum stay.
- Longer minimum stays may be required during holiday periods.

Inclusive Fees

- Rates include a one-time linen-towel setup. Amenity fees are included in the rental rate.
- Price includes reasonable use of utilities but not pool heating, spa heating, food, flights, car rental, travel insurance etc

No Daily Cleaning Service

- Daily cleaning service is not included in the rental rate. However, it is available at an additional rate. We suggest you bring beach towels. We do not permit towels or linens to be taken from the home.

Rate Changes

- Rates subject to change without notice.

Falsified Reservations

- Any reservation obtained under false pretence will be subject to forfeiture of advance payment, deposit, and/or rental money, and the party will not be permitted to check in.

Written Exceptions

- Any exceptions to the above-mentioned policies must be approved in writing in advance.

Hurricane Or Storm Policy

- No refunds will be given unless:
 - a) The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning" area and/or
 - b). A mandatory evacuation order has been given for the "Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning" area, we will refund:
 1. Any unused portion of rent from a guest currently registered;
 2. Any unused portion of rent from a guest who is scheduled to arrive and wants to shorten their stay to come in after the Hurricane Warning is lifted; and
 3. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the Hurricane Warning period.

Damage/Reservation Deposit

- A damage/reservation deposit of £250 is required. This must be received within seven (7) days of booking the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT

applied toward rent, however, it is fully refundable within twenty one (21) days of departure, provided the following provisions are met:

- No damage is done to unit or its contents, beyond normal wear and tear.
- No charges are incurred due to contraband, pets, or collection of rents or services rendered during the stay.
- The pool table has not been moved or evidenced that anyone has stood, sat on it, spilt liquid or stained marks, or otherwise to disrupt the seam or overall level and balance.
- There is no indication of smoking indoors including the games room.
- All debris, rubbish, and discards are placed in garbage bag(s), taken to end of driveway for Monday/Thursday garbage pickup, and soiled dishes are placed in the dishwasher and cleaned.
- All keys are left in the lockbox by the front door and home is left locked.
- All charges accrued during the stay are paid prior to departure.
- No linens are lost or damaged.
- The renter could be evicted in the event of the breach of the terms and conditions by the owner (or representative of the owner), the local law enforcement, or the security company employed by Watersong community.

Payment

- The outstanding balance is due 8 weeks before the arrival date. If you book our home less than 8 weeks before arrival date the full balance will be due immediately. The deposit can be in the form of traveller's cheque, bank money order, cashier's cheque, or personal cheque payable to **INDIRA SOLANKI**. This is not a damage deposit
- We check the inventory prior to your arrival and after your departure and will advise of any faults.

Late Payment

- The owners reserve the right to cancel the booking if payment is not received by the due date.
- Please note we are unable to accept credit or debit card payments, as surcharges levied by credit Card companies would only increase our costs to you, our guests.

Cancellations

- A sixty (60) day written notice is required for cancellation. Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty. Cancellations or changes that result in a shortened stay that are made within sixty (60) days of the arrival date forfeit the full advance payment and damage/reservation deposit. Cancellation or early departure does not warrant any refund of rent or deposit. We reserve the right to treat the booking as being cancelled if we do not receive the balance by the due date.

Monthly Reservation Cancellations

- Monthly renters must cancel one hundred twenty (120) days prior to check-in. Monthly renters who make a change that results in a shortened stay must cancel at least ninety (90) days prior to check-in.

Damages

- We reserve the right to pursue a quest for recompense for any and all damages caused which may exceed the value of the security deposit 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 contaminating food left uncovered can attract insects very quickly. Any added costs for pest control services incurred from lack of care in this may be passed onto you.
- In the event of your needing to cancel the following conditions will apply.
- 10 weeks or more prior to departure 20% of total charge, 8 or more weeks prior to departure 50% of the total charge, less than 8 weeks 100% of total charge.
- Please ensure you have Travel Insurance to cover your losses if cancellation is due to an insured event beyond your control resulting in a financial loss.

Liabilities

- Villa owner/agent does not accept liability for any injury, damage or loss sustained by any member of your party or by any person(s) entering our home during your rental period. You are advised to take out adequate travel insurance for all members of your party.
- The owner/ agents will not be liable for loss or delay effected by and not limited to strikes, riots, political unrest, hostilities, war, terrorist activity, industrial disputes, fire, flood, technical/weather, problems with transport, aircraft grounding, airport closures.
- The owner/agents do not accept any responsibility for loss or damage to your property, for death, or injury sustained by any member of the party.
- Do not allow unsupervised children to use the pool, spa, garage or any such areas.
- Items such as clothes, toys etc. must not be left in the spa.
- The pool Safety fence must be kept in place at all times for the safety of children.

- 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. If this occurs during your stay it will be necessary for you to be out of the pool for a period of 12-24 hours for safety reasons.
- All doors and windows must be closed whenever you are not on the premises and/or if the A/C is turned on.

Safety and Security

- Due to state fire regulations, under no circumstances may more than the maximum number of persons identified on the booking form occupy the property. Children must be supervised **AT ALL TIMES** whilst in the pool area. No diving is allowed. Clients should exercise extra caution on wet surfaces. The pool is used entirely at the guests own risks. Glass is not permitted in the pool area; plastic glasses and plates are provided.

Information Pack

- Whilst all information supplied in the information pack is deemed to be correct, and to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form part of any contract.
- AGAIN rental guests should ensure they have adequate holiday insurance cover.

Exclusions

- Guests are not permitted to smoke in the villa at all times.
- Pets are not permitted.
- Guests are not allowed to exceed the number of occupants in the villa that were confirmed at the time of booking without pre-authorization by owners.
- We will not rent to vacationing students or singles under 21 years of age unless accompanied by an adult, guardian or parent.

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.

Privacy Policy

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