

Booking Terms & Conditions

Booking and Deposit

Before we are able to accept any booking, a member of your party must complete & sign the booking request form. The signatory shall then be deemed to act as the agent on behalf of the party / persons as indicated on the booking form this being applicable to whether the signatory travels or not. To enable your booking to be confirmed a deposit will be required.

A booking deposit of £200 is required with full payment ten weeks prior to departure.

We strongly recommend that relevant insurances be taken out and all premiums paid for in full at the time of booking.

Payment of Balance

Full payment of all monies owing must be received ten (10) weeks prior to the departure date

In the event that any monies owing are overdue, then the owners reserve the right to cancel any booking made and to claim the appropriate cancellation charge's incurred.

Security Deposit

A security deposit of \$250 is required. This will be taken locally by our Management Company and returned in full once the property is vacated in good condition.

Amendments

Subject to availability, should you wish to amend any part of your booking a £50 administration fee will be charged. The owners reserve the right to alter your accommodation to an equal or upgraded property should it become necessary due to circumstances beyond our control.

If You Cancel Your Booking

If you or any member of your party wishes to cancel the whole or any part of the booking once it has been confirmed, then the Owners must be informed in writing. The following cancellation charges will apply. Period prior to departure within which cancellation notice is received:

More than 70 days:

Loss of deposit only

Less than 70 Days:

Loss of total holiday cost

Changes and Special Conditions

All guests are advised to have the appropriate level of travel / medical insurance in force for the whole duration of the period of the booked holiday. All or any matters arising with regards to loss or injury should be directed to the respective insurance company. Where the property has a swimming pool, the Owners do not accept liability for any injury, however caused, as a result of the use of the

pool. Guests are specifically requested not to allow unsupervised children to use the pool, local laws also apply.

The Owners reserve the right to decline to accept or retain any person as a client whose conduct is deemed to be disruptive and affects the enjoyment of other holiday makers. We shall be under no liability to accept any costs which may be incurred, nor any responsibility for such person.

The Owners their servants or agents will under no circumstances be liable for any loss or delay occasioned by any one of the following:

Strike - Riots – Political Unrest – Hostilities – War or threat of war – Terrorist activity - Industrial Disputes – Fire – Flood – Technical / weather problems to transport, aircraft, closure of airports or any other event beyond the Owners control.

Please Note: Aircraft captains are legally entitled to deny boarding to any passengers who present themselves at the aircraft in an unacceptable state due to either the influence of drink or drugs. Any passenger so doing will be deemed as having given notice of his / her cancellation of the booking at that time and the aforementioned cancellation charge's will apply.

Complaints to and Liability of Owners

The Owners endeavor to provide to all clients an exceptional high standard of service. Should you experience any problem whatsoever please contact our local representative who will do their best to assist and rectify the matter as soon as is practically possible. Should a problem remain unresolved the Owners in England must be notified immediately. Failure to do so will adversely affect your customer rights to any compensation. At the end of your holiday, any further complaint must be notified to us in writing within seven days of your return to the UK.

No action can be taken or liability accepted for complaints received after this period. A full and complete investigation will be made and any necessary corrective action will be taken immediately.

A full report will be sent to the complainant in due course.

Where pool heating is available (solar heating is free of charge) an additional charge will be made for the electric or gas used to heat the pool if so required by the client. Any mechanical fault resulting in the loss of heat will not be a cause for compensation to the client however they shall be reimbursed the money for any days where heating has been lost.

Web Site Descriptions

Every effort has been made to ensure the accuracy of descriptions and information concerning our property, services. However, we cannot be held responsible for errors, omissions and any changes to your holiday that are beyond our control.

Insects

Florida USA is a tropical state and as such insects and small creatures are inevitable and are not to be considered as a cause for complaint. Their presence is no reflection on the cleanliness of the property. The villa is treated periodically as part of a pest and termite control program. We advise that all guests keep windows and doors closed shut whenever possible.

Passport And Visa

All traveling passengers must possess a full ten year British Citizen Passport valid for at least six months beyond your intended return date to the UK. Wives and Children traveling alone must have their own passports, and newly arrived infants must be included on their parent's passports in advance of the departure date.

All Persons of sixteen years and older are required by law to have their own passport.

The name in your passport should be the name in which your holiday has been reserved and accordingly noted on the booking form.

The majority of visitors to the USA from Britain no longer require a Visa as a result of the Visa Waiver Program. There are however some exclusions such as: British Subject Passports, Eire passports and anyone with a criminal record.

Should you believe any of these apply to you or any member of your party, we recommend you contact the US Embassy or any travel agency for full details (especially if you do not hold a British Citizen Passport)

It is the holidaymaker's responsibility to make sure they have all the correct travel documents. The Owners cannot accept any liability for any of the aforementioned conditions not being met or any refusal of passage.

Personal Safety

The Owners cannot accept responsibility or liability for your personal safety or during your holiday in the USA. Clients are reminded to exercise care as to the personal safety of themselves and their party at all times. Whenever possible, valuables should be left secure and out of sight.

Personal Belongings

The Owners cannot accept responsibility or liability for any loss of or damage to your personal belongings during your stay in the USA

Name: _____

Signature: _____

Date: _____