

# Floridavillabookers

## TERMS AND CONDITIONS

### THE BOOKING FORM

The booking form must be completed and signed by the party leader who must be over 30 years of age.

After completion it should be returned with your non-refundable deposit of 20%. Your payment can be by debit or credit card through our Paypal business account.

You should forward your booking form and deposit within 5 days to ensure your reservation is finalised. If payment is not received within this time scale your booking may be cancelled.

Bookings made within 10 weeks of departure require full payment to be made at the time of booking and your completed booking form must be received by us within 5 days. On final payment, full details of your rental will be sent including villa access information, management company contact details and driving instructions etc.

By completing our booking form, you are certifying that you have read our Terms and Conditions and all members of your party agree to abide by these terms, this includes any guests substituted or added at a later date. Any changes to the persons already noted must be advised in writing as soon as possible.

The accommodation cannot be sub let or assigned, it cannot be let to any person under the age of 25 years of age, and only guests noted on the booking form are permitted to stay in the property. We do not allow pets in this property. Please note that our home accommodates 10 persons plus we have a babies' crib, we do not allow over occupancy.

### SOLAR HEATED POOL

Our pool is heated free of charge by our solar panel. Please note, the temperature of solar heating is of course influenced by the prevailing weather and whilst during the period of May to October you should enjoy temperatures in the 80sf, we cannot be held responsible if this is not achieved due to weather conditions as this is a free service.

### EXTRA HEATING OF THE POOL (Chargeable)

If additional heating for the pool and spa has been requested and the appropriate payment made, this is provided via our gas pool heater. We ask that you do not under any circumstance tamper or try to adjust the settings which our managing agents have set. If there is any evidence of this, our managing agents reserve the right to turn off the pool heat with no refund of payment made for this service.

If you have already placed your booking and decide nearer your holiday that you wish to add additional pool / spa heat to your booking, drop us a line and we can raise a separate invoice for this addition.

## CANCELLATION

In the event that you have to cancel your reservation, notification must be in writing and the following charges will apply –

If cancelled within -

More than 10 weeks before arrival date Deposit only

8 – 10 weeks before arrival date 50% of the rental charge

6 – 8 weeks before arrival date 75% of the rental charge

6 weeks or less before arrival date 100% of the rental charge

**PLEASE ENSURE THAT YOU HAVE TAKEN OUT ADEQUATE INSURANCE COVER THAT INCLUDES CANCELLATION AT THE TIME OF BOOKING TO COVER THIS EVENTUALITY.**

## ARRIVAL AND DEPARTURE TIMES

The villa will be available after 4pm, (local time) on your arrival day and must be vacated by 10am on your day of departure. This is to allow our management company time to prepare the villa for our next guests. A late checkout time may be available, and will be dependent on the agreement of our management company. This option must be agreed in advance and strictly adhered to. Please ensure that you have read and are conversant with our 'On your last day' instructions, these are designed to make you aware of how our home is to be left on your departure day.

## DURING YOUR STAY

On your vacation, you will be staying in a privately owned house on a partly residential estate. Please ensure that you act in a neighbourly and courteous manner towards your / our neighbours, who may NOT be on a holiday. Whilst we do not wish to curtail your enjoyment in any way, we do request that noise be kept to a minimum during early mornings and late evenings, particularly around the patio and pool.

Excessive noise will almost certainly lead to a visit from the Local Law Enforcement officer and could even lead to your party being excluded from the property without refund. The overnight parking of oversized RV's buses and trucks is not allowed on the property.

Our driveway allows for the parking of a maximum of two vehicles only. No parking is allowed on the grass area.

No weddings, graduations, receptions or similar events are allowed on the premises. Guests shall allow us as homeowner or our managing agent access to the property for purposes of repair and inspection. We as homeowner or our managing agents shall exercise this right of access in a reasonable manner.

## **SECURITY DEPOSIT**

A security deposit of £200.00 is required payable with your final balance 10 weeks before your arrival date. The security deposit will be returned to you once our management company has confirmed the property has been left in a reasonable condition. Any evidence of damage or loss will be discussed with you and in the unlikely event that the security deposit or part thereof is retained then receipts for replacements / repairs will be provided. We reserve the right to pursue reimbursement for any damage or losses caused which may exceed the value of the security deposit. The refund of the deposit held will be as soon as possible following the end of your rental period.

## **FORCE MAJEURE**

We, the owners or our management company cannot be held liable for acts constituting Force Majeure -

Strikes

Riots

Political unrest

Hostilities

War or threat of war

Terrorist activities

Industrial dispute

Fire

Flood

Closure of airports/ ports

Adverse weather

Or any other event beyond our control.

## **INSURANCE COVER**

It is strongly recommended that all guests obtain comprehensive travel insurance covering the duration of your holiday for all members of your party.

## **LIABILITY**

We, the villa owners or our agents will not accept liability for -

Personal Injury

Death

Sickness or Accident

Loss or damage to persons or personal effects however caused as a result of the use of our villa or pool.

Loss or delay of luggage / personal effects

Injury or death however caused as a result of use of the pool

Clients are specifically asked to supervise children at all times particularly in the pool area.

Children under 12 should not use the spa

*Clive and Yvonne Robinson (Owners) 317 Yarmouth Road – Lowestoft -Suffolk.NR32 4AD – United Kingdom*

[WWW.FLORIDAVILLABOOKERS.COM](http://WWW.FLORIDAVILLABOOKERS.COM)