

## **Booking Conditions**

The applicant accepts these conditions on behalf of all members of the party. Only persons named on the booking form are entitled to use the property.

**Check In/Check Out** The property is available from 4 pm. on the day of arrival and must be vacated by 10am.on the day of departure (it may be possible to change these times but you must request this prior to the commencement of your holiday).

**Your Responsibilities.** The party must treat the property, it's furniture, fittings, utensils and other facilities with respect. Any loss or damage must be reported immediately to the Management Company.

The applicant must make good or pay for any loss, damage or breakages. We reserve the right to withhold any moneys from the security deposit or charge the Applicant's credit card to pay for any loss or damage caused to the property or its contents by any member of the party.

**Safety.** Children **MUST** be supervised by an adult in the pool area. Glass and breakable crockery must not be taken into the pool or surrounding area.

**Cleaning.** The property will be cleaned prior to your arrival and after you have departed. Should you require a weekly clean this must be requested prior to the commencement of your holiday. Although the property will be cleaned after your departure it must still be left in an orderly state and all kitchen utensils should be washed. Should the property require extensive cleaning then we reserve the right to withhold any moneys from the security deposit or charge the Applicant's credit card to pay for extra cleaning.

**Problems.** Any complaint related to the accommodation must be made to the Florida representative within 24hours of any problem arising, who will endeavor to put things right. Unless there is a valid reason we will not consider liable for any complaint that was not initially registered with the Florida representative during your stay.

The owner, Management Company or their agent will not be liable for any loss or delay caused by conditions over which they have no control. The owner, Management Company or their agent will not be liable for any loss due to noise or disturbance from anywhere within the vicinity of the rental property.

**Climate.** The Applicant is hereby made aware that as Florida is a tropical climate it is the home of many insects etc. Our homes are treated on a regular basis to repel such unwanted visitors but inevitably they occasionally will find their way inside properties from time to time. They are best eradicated by spraying with an appropriate product.

### **Booking Cancellation Policy:**

Full payment of the rental fee is required at least 6 weeks before your vacation start date.

The Applicant must notify any additions or alterations to the booking form in writing.

Applicants cancelling a booking more than 8 weeks before the start date will be entitled to a refund of their deposit, less 15% of the deposit as administration fee and to cover any charges we have incurred in collecting the deposit.

Applicants cancelling a booking less than 8 weeks but more than 6 weeks before the start date will lose their full deposit.

Applicants failing to make payment of the rental fee by the required date and after receiving one reminder from ourselves, will lose their deposit and the booking will be cancelled.

Applicants cancelling a booking less than 6 weeks before the start date will be liable for the total cost of their booking.

If the applicant needs to change the booked dates due to circumstances beyond their control, and can provide evidence of such, we will accommodate the changes where possible, however the applicant will be required to pay the difference in rental rates between the two periods (if there is any) prior to the revised start date. Should the rental rates for the revised vacation dates be lower than those of the originally planned, there will be no refund of the difference between the two rates, from us.

Full payment of the rent and the deposit is required upon booking if less than 6 weeks before the start date.

**NO BOOKING IS CONFIRMED UNTIL THE DEPOSIT IS RECEIVED.**