

Terms and Conditions



Please ensure you read and understand the following terms and conditions pertinent to your accommodation rental. If you have any queries, please do not hesitate to contact us (herein called the owner) for clarification before you sign the booking form.

Whilst we reserve the right to increase or decrease accommodation prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking and paid your deposit or full payment, the cost of the rental is guaranteed against further increase. This guarantee is offered subject to our term and conditions and payment being adhered to and providing you do not make further amendments to your holiday arrangements.

Your holiday home rental includes Accommodation as booked, including services e.g. Gas, Water and Electricity (excludes Pool Heating unless otherwise stated)

1. Bookings are valid after :
 - The booking form has been completed and signed and received by the owner
 - The appropriate deposit has been paid and cleared
 - The booking has been confirmed in writing by the owner to the Guest

To avoid any confusion later it is advisable to keep a copy of your booking form

2. The person, who signs the Booking Form certifies that he or she is authorised to agree the Booking Terms and Conditions on behalf of all persons included on the Booking form, including those substituted or added at a later date. The signatory must be a member of the party occupying the property and must be over 21 years or over. Bookings cannot be accepted from parties of young people under 21 years of age
3. A deposit of £100 / \$150 per week booked must accompany booking

The balance must be paid no later than 8 weeks prior to the commencement of the holiday along with a security deposit of £150 / \$250. If the balance is not received at least eight weeks before departure the Owner reserves the right to cancel the booking and retain the deposit held.

The security deposit will be returned to the guest 28 days after the completion of the holiday as long as any Key(s) are returned and no damage or loss is reported by the Owners Management Company.

In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £10 / \$15 to cover the bank charges and our administration costs.

4. If the guest wishes to cancel the booking he should advise the owner immediately by telephone followed by a confirmatory letter. The owner shall be entitled to retain all payments made (except the Security Deposit) and to recover, if not already paid, the balance of the hiring charge as follows:
 - 30 – 60 days notice : 50% of the rental charge
 - Less than 30 days notice : 100 % of the rental charge
5. In the unlikely event that circumstances beyond the Owner's control necessitate the cancellation of the rental arrangement, the Owner reserves the right to cancel any bookings at any time and will only be liable to refund monies already paid by the guest. Furthermore

the Owner cannot guarantee that all the facilities described in their brochure or web site will be available.

6. The Guest agrees to pay the full cost of any breakages, losses or damage to the property (the Owner's Management Company will be sole arbitrators on cause of damage or loss)
 - To take good care of the property and leave it in a clean and tidy condition at the end of the holiday
 - To report any damage or loss immediately it is discovered to the Owner's Management Company in Florida
 - To permit the Owner or their Agents reasonable access to the property to carry out any maintenance if necessary
 - Not to sub let or share the property except with the persons nominated on the booking form

7. The Property is available after 4.00 pm. on the day of arrival and must be vacated by 10.00 am. on the day of departure.

8. **FORCE MAJEURE:**

No Liability is accepted by the Owner for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by the owner. As owners of the property, we, our servants or agents, will not be liable for any loss or delay occasioned by any of the following: strikes, riots, political unrest, war or the threat of war, terrorist activities, industrial disputes, fire, flood, technical/weather problems to transport, aircraft, closure of airports, or any other event beyond the owners control.

9. The Owner does not accept any liability for injury, damage or loss caused by any reason or for any claim made as a result of this booking and/or the subsequent holiday. The guest is responsible for taking out adequate insurance policy(ies) to cover all risks. This waiver is also applicable to people visiting the property as guests of the guest(s)
10. The Owner does not accept any liability for injury, damage or loss caused, or for any such claim by a third party as a consequence of actions by the guest(s) and other people occupying the property during the period let.
11. We cannot accept responsibility whatsoever and however caused for injury or damage as a result of the use of the Pool and surrounding area. Guests are specifically advised not to allow unsupervised children into the pool area. Rendering the pool door alarms inoperable on the patio doors leading from the house to patio/pool area is illegal and strictly forbidden. Guests are also specifically requested not to bring glass items on to the pool deck, as they break and cause injury.
12. An additional fee of £120 / \$180 per week will be levied if the guest requires the pool to be heated during their stay. Minimum booking 1 week.

Guests may use the swimming pool at their own risk. They should always observe the safety rules listed in the information Book held in the home and observe the pool safety notice displayed in the pool area.

The Pool 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 which has not been paid for.

The pool is regularly inspected, cleaned and chemically balanced but may be affected by dust, dirt or insects. The Pool filter will quickly filter these off.

13. The maximum occupancy is 10 persons including infants for the Villa and is determined by the authorities within strict guidelines for fire safety. Please note that contravention of the above will render your booking void, all monies paid will be forfeited and you will be asked to leave the Villa immediately without further compensation.
14. Strictly no pets or smoking are allowed in the Villa at any time.
15. Complaints: we sincerely hope you do not have any!...But in the unlikely event that you wish to register a complaint during your holiday, contact the Property management company immediately. Unfortunately we are not always able to control the components of your rented accommodation and it is possible that an advertised facility may be withdrawn or change due to circumstances beyond our control and for which we cannot accept liability.

WE STRONGLY ADVISE ALL OUR GUESTS TO TAKE OUT TRAVEL INSURANCE FOR YOUR WHOLE PARTY, WHICH INCLUDES CANCELLATION CHARGES COVER (UK GUESTS ARE ALSO ADVISED TO TAKE OUT A POLICY WHICH INCLUDES MEDICAL COVER) AS SOON AS YOU HAVE BOOKED ANY PART OF YOUR HOLIDAY OR VACATION. IF YOU CHOOSE NOT TO DO THIS, YOU NEED TO BE AWARE THAT YOU WILL PERSONALLY BE RESPONSIBLE FOR PAYMENT OF ANY CANCELLATION CHARGES WHICH MAY BECOME DUE.

I agree to pay the balance eight weeks prior to departure. I accept the Terms and Conditions attached on behalf of myself and my party. I am over 21 years of age.

Signed _____ Date _____

Please sign above and return by post to :

Mrs C.A. Eccleston
Marchwood
Mill Lane
Higher Heath
Whitchurch
Shropshire
SY13 2HR
United Kingdom