

Booking Terms & Conditions for Orange Tree Villa

The terms and conditions for booking our villa are listed below. Please keep a copy of this sheet for your reference.

Bookings

- The signing of the booking form by the party leader ("the hirer") confirms acceptance of the terms and conditions set out and shall be binding on the persons listed on the booking form intending to occupy the premises (or any subsequent amendments to this list)
- No all male parties or parties of guests who are under the age of 21 will be accepted.
- No pets allowed.
- For the comfort of guests smoking is not allowed inside any of the villas, although it is permitted on the patio area. Please use the ashtrays provided.
- To ensure comfort, security and peace of mind, all our homes are registered with the state authorities and are in full compliance with all relevant legislation.

Rental Period

- The rental period generally consists of a Saturday to Saturday booking, however other periods are often available (please ask for details).
- Midweek bookings may incur a 10% surcharge.
- Stays of 5 nights or less may incur a cleaning fee of £50/\$100 unless otherwise stated.
- The villa is available for occupation from 4.00pm local time on the day of arrival and is to be vacated by 10.00am on the morning of departure.
- Vacating after 10.00am may incur a charge equivalent to one days accommodation cost unless previously agreed with the owner or our management company on site
- Guests can arrange to arrive earlier or depart later if the villa is empty.

Payment

- Together with your completed booking form, a non- refundable deposit of £100 /\$200 per week is due within 7 days of your provisional booking. Upon receipt of your deposit we will send you confirmation of your booking.
- Payment of the balance is due 8 weeks prior to your arrival date. Upon receipt we will send out directions and lock box number to the villa.

Security Deposit

- The hirer is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay.
- We require a refundable security breakage deposit to be paid at the time of your arrival direct to the management company unless separate arrangements have been made. This deposit will be repaid to your party by cheque as soon as the management company has reported no damage and that you have returned the keys.
- The management company checks the home before your arrival and after your departure and will advise us of any faults. This may include additional cleaning costs for removal of stains due to spillages or stains.
- We retain the right to retain the security deposit (either in part or full) to cover damage or non- return of keys. Receipts for repairs / replacements will be provided in the unlikely event that such retention of the security deposit is required.
- We reserve the right to pursue a guest for recompense for any and all damages caused which may exceed the value of the security deposit and will require payment 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. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred for lack of care may be passed to you.

Cancellation by Guests

- In the event of your party needing to cancel, the following conditions will apply.



- 5 - 8 weeks prior to departure 50% of the total charge to offset the discount that we will need to re-book the property at short notice.
- Any cancellation within the final 5 weeks will regrettably result in loss of the whole booking fee (not including the security deposit)
- Failure to pay the final balance by the due date (8 weeks prior to arrival) may result in loss of the booking and deposit. If we do not receive the payment we will endeavour to contact the guest but if we receive no payment or communication, then unfortunately we reserve the right to cancel the booking and retain the deposit.
- If you do have a problem, **PLEASE** contact us as soon as possible to discuss the matter.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

Cancellation by the Villa Owner or the Management Company

- In the unlikely event that personal circumstances necessitate cancellation of the booking we will refund any monies paid by the party (without interest, compensation or consequential loss of any kind). However the management company will always seek to relocate your booking to a villa of a similar or superior standard.
- **Force Majeure:** The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond the owners control including, but not restricted to, war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation or schedules by carriers, adverse weather conditions, fire, flood, industrial dispute or any other event beyond our control.

Safety & Security

- To comply with state fire regulations under no circumstances may more than the maximum number of persons identified on the booking form occupy the property.
- All swimming pools are used entirely at the guest's own risk.
- No diving is allowed and children must be supervised at all times whilst in the pool area.
- Glass is not permitted in the pool area at any time. Please use the plastic items provided.

Complaints

- In the unlikely event of a problem arising whilst you are on holiday (relating to one of our villas) you should immediately contact the management company who will seek to resolve the matter speedily. If the problem has not been reported to the management company with-in 14 days of the problem arising, then we cannot accept any responsibility.
- Whilst we will make every attempt to make good or repair any faulty equipment (Phones, washers etc) which may fail during your stay we will not be held liable for any loss of use and for any refund of monies paid as a result

Disclaimer

- LIABILITY – The property is privately owned and neither the owners nor the management personnel accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused.
- The owners and their agents reserve the right of entry at any time. (This includes such workers as pool maintenance, gardeners etc)
- Website description : whilst all information supplied on the Website is deemed to be correct to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form any part of contract.

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.

