

Terms, Conditions & Booking Form

Booking conditions once a booking is confirmed in writing the rental rate is fixed and will not alter.

BOOKING DEPOSIT:

All bookings are accepted on a "**first come first served basis**". A Booking deposit of £100 or \$200 per week is required when booking our Villa also a signed booking form is required. As soon as this deposit is received along with the booking form, your booking will be confirmed and your dates assigned to our calendar. This deposit is non-refundable.

Bookings made within 8 weeks of departure require the full amount to be paid. Bookings made within 4 weeks of departure will require full payment to be made in cleared funds either by certified cheque / cash / credit/ debit card or paypal.

SECURITY DEPOSIT:

A security deposit is held against the property, either paid directly to us or to the Manager in Florida. The amount is £200 / \$300. This sum will be included in the final balance and is fully refundable should the occupants not incur any costs arising from **breakages, excess cleaning, damage and to accept full and personal liability for all loss of keys**, caused by any member of their party, during the property occupation and confirms that the full cost of repair or replacement will be met, please make sure the villa is left in a reasonable condition as excess cleaning will result in additional cleaning charges.

MINOR BREAKAGES:

such as crockery or glassware will inevitably occur at times. It is much cheaper to replace these items yourself rather than wait for them to be discovered by the house keeper these items can be replaced with the same or similar items..

As soon as you arrive at your vacation home, we advise that you have a look around the property and make a list if you notice any damaged items of furniture or marks on walls and carpets. Once this list is completed, please email it to me or telephone it through to the villa manager and record the time and date of your call. Please keep this list in the event of a dispute.

Under normal circumstances, your security deposit will be refunded within 7 days of your return home, If you have not received anything from us within that time, please let us know and we will chase it up for you.

CANCELLATION:

We hope it will not be necessary for you to cancel, but should you need to do so, it is important that we are notified immediately, in writing. Please ensure that your Travel Insurance Policy will cover you for any monies paid to us as refunds after final balance has been paid are strictly at the discretion of the property owner. The security deposit is not subject to cancellation charges and would be refunded in full. Failure of the Party Leader to make settlement on the due date, may be deemed as voluntary cancellation which may result in your holiday dates being assigned to an alternative party. We will make all necessary attempts to contact the Party Leader before such action is taken.

IF WE CANCEL:

We reserves the right to cancel any booking where we believe that the information supplied to us concerning the identity of any or all persons listed on the booking form is incorrect or untrue. Your booking deposit will be refunded.

ARRIVAL & DEPARTURE:

Guests may normally take possession from 4pm on the day of arrival and are expected to vacate the property by 11 am on the morning of return. This allows time for our maid service to make the villas ready for our next guests, early checkin or late check out can be arranged depending on other bookings. It is very important to note that only persons identified on the booking form are permitted to stay at the property. The party leader agrees NOT to sub-let, share or assign the property to any persons not authorised by the owner. Please ensure that we are notified of any changes to the original booking as unauthorised persons staying at the villa will cause the whole party to be excluded from the property without refund. Pets are not permitted unless specifically stated.

LIABILITY:

The owner's and the owner's agents do not accept liability for any injury howsoever caused as a result of the use of The property and the swimming pool. Guests are specifically requested not to allow unsupervised children to use the pool.

NEIGHBOURLY CONDUCT:

Whilst on holiday, you will be staying in a privately owned home on a private residential estate. Please ensure that you act in a neighbourly and courteous manner towards your neighbours, who will most likely NOT be on 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 security officer and could even lead to your party being excluded from the property without refund.

COMPLAINTS:

If you are unhappy or unsure of any aspect of your booking, please contact us before you travel. It is our responsibility to ensure that you are completely satisfied with your arrangements. Whilst on holiday, if you are not happy with the vehicle you have been allocated, it is imperative that you telephone the Car Rental company who supplied you and make arrangements with them to resolve your problem. Your car hire voucher will clearly indicate what you have already paid for. Do not accept any further charges on arrival without a full explanation. We can help you to arrange car hire if you wish please email me and i will be pleased to help. Flight complaints should obviously be taken up with the airline concerned. It is always best to inform the cabin staff of your complaint and if not resolved by them, follow it up on arrival. In the case of accident or injury, always ask the cabin crew log a report.

All Complaints or enquiries concerning your holiday accommodation MUST always be brought to the attention of the Villa Manager in the first instance. It is very important to point out that the Villa Manager is an employed official of the Villa owner and NOT in any way associated with us. We have no control or responsibility over Villa Managers. However, If the Villa Manager is unable to

resolve your complaint, please fully document your grievance and submit it to us as soon as possible or on your return home. We can then take up the complaint.

Whilst at the attractions, any complaint or enquiry should always be brought to the attention of the Guests Services department.

All the major attractions have Guest Services, they are usually located at the main entrance.

WEATHER:

The State of Florida is sub-tropical and can experience extremes of weather at certain times. June to November is Hurricane season, during this time, you could experience high winds and heavy rainfall on occasions. July and August is extremely hot and humid with temperatures up to or over the 100's. Lightning storms are likely. Protection from the sun is vital, especially for children. Please note that we nor the villa managers are responsible for the weather.

POOL HEATING:

During cooler months, normally between November and March, electric pool heating can be supplied at additional cost the solar pool heating is free of charge.

This extra charge is to cover the cost of the electricity used to heat the water in the swimming pool and does not guarantee specific pool temperatures. Sometimes, especially during December / January, the pool heating may appear to make little difference to the temperature of the water or may even stop working due to the low outside temperature.

ACCURACY:

Property details contained on our web site together with room sizes photographs and driving distances to local landmarks are all approximate. If you are unclear or unsure of any of these terms and conditions and require further explanation, please telephone or email us on 01754 830682.

Alternatively, you can e-mail or write to us at the address below.

e-mail abcnik1@netscape.net abcnik1@yahoo.co.uk

N & G Atkins

Jasmine House, Main Road

Great Steeping, Lincs, Pe23 5pt