

BOOKING Each booking will be confirmed as soon as reasonably possible after the appropriate deposit. If for any reason the booking is not accepted any payment will be refunded in full. Only persons named are allowed to stay in the house as Florida State Law prohibits subletting, sharing or assigning.

RESERVATION DEPOSIT AND PAYMENT OF BALANCE The reservation deposit of \$250 per week is payable when booking. The full balance is payable no later than 8 weeks prior to the date of arrival and we reserve the right to cancel the booking if payment is not received by the due date. We may make a charge of up to \$50 if payment of the balance is made late to cover administrative costs. If the booking is made within 8 weeks of arrival the full amount is payable immediately. US payments for bookings made within 8 weeks of arrival may be by bank transfer or credit card (5% administrative fee applies). Bank Charges and exchange rate differences are payable by the guest and are not to be forwarded to the owner.

ADDITIONAL SECURITY DEPOSIT In addition to the reservation deposit, a security deposit of \$300 is payable with the final balance to cover breakages or damage to the premises or contents, telephone bills, cleaning costs other than those normally incurred in connection with occupation of the premises, but not including, for example, the cleaning of spillages on carpets and upholstery etc. This deposit is returnable, subject to deductions to cover the expenses mentioned. The client is also responsible for damages in excess of the security deposit. No inventory items, including linens and towels (except for beach towels) may be removed from the house and any breakages or damage must be reported to our representative immediately.

CANCELLATIONS If the balance of the sum due remains unpaid by the due date (8 weeks prior to arrival) we reserve the right to cancel the booking and in this event the deposit will be forfeit. If the client cancels after the booking is confirmed, the deposit will be forfeited. Additionally, if the client cancels within 56 days of the departure date the full rental will be forfeited. In the event of any client cancellation we will endeavour to re-let the premises on similar terms. If we succeed in doing so the deposit only will be forfeited. All cancellations must be confirmed in writing.

UNAVOIDABLE CHANGES We reserve the right in any circumstances to cancel the booking and in this event we will return all sums (but without interest or compensation) or (at the option of the clients and subject to availability) we will offer alternative premises of comparable standard. In the event of a major change to the booking being necessary, we will inform the client as soon as reasonably possible, and if the client does not wish to accept the booking on this basis we will cancel the booking and return all sums (but without interest or compensation).

FORCE MAJEURS We accept no responsibility or liability whatsoever for any loss or damage or alteration to the terms of the booking caused by events beyond our control including (but without prejudice to the generality of the foregoing) war, terrorist attack, civil commotion, flight delays or cancellations, adverse weather conditions, fire, flood or industrial dispute.

COMPLAINTS Should a problem arise relating to the premises the client should contact **our local managing Agents - Florida Ideal**

AVAILABILITY The premises will be available for occupation from 4pm on the first day of the rental period and must be vacated by 10am on the day of departure.

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LIABILITY We accept no responsibility whatsoever for personal injury, accidents, theft, loss or damage to persons or personal effects however caused. We **strongly recommend** clients take out the relevant health / travel / contents insurance to cover this.

SAFETY & SECURITY We or our representative reserves the right to enter the premises at any time for whatever reason.

DOCUMENTATION All passports, visas and health certificate requirements are the clients responsibility. We accept no responsibility for any delay or expense incurred through any irregularity in such documents. Any cancellation made due to the inability of the client to conform to such requirements will be subject to the above cancellation charges.

PRICE GUARANTEE The price of renting the premises is fully guaranteed once the booking form has been received and the deposit has been banked. No surcharges will be added to the cost as agreed at booking. Extras such as pool heating can be added at the Guests request. We reserve the right to charge an admin fee in the event of excessive changes to original booking.

BROCHURE DESCRIPTIONS All brochure descriptions are made in good faith and every care is taken to ensure their accuracy, but no liability will be accepted in the event of any error or mis-descriptions. The property is in a residential area and occasionally there may be construction or other building work in the area which is outside our control and for which we accept no responsibility.

POOL HEATING Pool heating is available at an extra charge (US\$30 a day) and may be requested locally or booked in advance. In the event that pool heating is requested we cannot guarantee the temperature of the pool or spa as this varies according to local factors, especially the prevailing weather conditions. Use of the pool blanket is recommended to maintain the pool temperature overnight. The pool heater is on a timer and will switch off at night. If the guest requires the heating to be on for longer or at a higher temperature, then an extra charge will be levied by the agent and should be paid locally.

POOL Safety Use of the swimming pool is entirely at your own risk. Children must be accompanied by a responsible adult at all times in and around this area. **POOL ALARMS ARE PROVIDED FOR YOUR SAFETY AND ARE REQUIRED BY FLORIDA LAW. PLEASE DO NOT ATTEMPT TO DISABLE THEM. THERE ARE OVER 200 SWIMMING POOL DROWNINGS A YEAR IN THE USA. IF THE ALARM LOOKS AS IF IT HAS BEEN TAMPERED WITH, OR DOES NOT APPEAR TO WORK CORRECTLY, PLEASE REPORT IT IMMEDIATELY TO OUR REPRESENTATIVE. IF THE ALARM BREAKS ACCIDENTALLY THEN ALSO REPORT IT IMMEDIATELY. IF AN ALARM IS FOUND TO HAVE BEEN TAMPERED WITH AFTER YOUR DEPARTURE, AND YOU HAVE NOT REPORTED IT AT THE BEGINNING OF YOUR STAY, \$50 WILL BE WITHHELD FROM YOUR SECURITY DEPOSIT.**

NOISE Any complaints from neighbours of unnecessary noise between 12 midnight and 7 a.m. will result in a deduction of US\$50 from the security deposit.

NO SMOKING POLICY Smoking **STRICTLY** is not permitted within the house. If smoking in the pool area, all cigarette ends and ashtrays must be removed prior to departure.

PETS Pets are **STRICTLY** not allowed on the premises under any circumstances.

LINEN If extra linens these are used during client's stay then other linens must be washed and replaced. No more than one set of linens per bed must be left for cleaning staff or a charge of \$15 per bed will be levied against your security deposit.

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EQUIPMENT In the unlikely event of equipment malfunction the Management Company will strive to reduce the client's inconvenience by expediting any necessary repairs. However no refund or rebate can be approved based on circumstances outside the Management Company's control.

ARRIVAL AND DEPARTURE: please ensure you understand the agreed arrangements. Failure to depart on time can cause significant problems to the next guests due to arrive and to the cleaners preparing for the next visitors. Hence your responsibility is to depart on time. Should you fail to be ready to leave at the agreed time, we may have to levy additional clean fees, call out fees (\$100) or an hourly charge for any disruption and stress caused (subject to a maximum rate of \$150 per hour). We will always try and satisfy requests for additional days if our schedule permits (subject to additional charges), but this can not be guaranteed.

UTILITIES Reasonable use of utilities is included in the rent. If usage is excessive (which will be proved with bills and comparisons to similar times of year), the cost of the increased usage will be removed from the security deposit.

Laptop / Wireless network We do our best to provide these facilities for our guests and hope you do enjoy them; however we cannot guarantee that they will be fully available as we cannot provide onsite support. Also we rely on previous guests not hacking and changing any settings that upset the system. Our property manager will not be able to help resolve any computing difficulties. There is a list of troubleshooting tips available for common problems. Privacy - please don't save any passwords and if you wish to delete any history before you leave (Internet Explorer - Tools, Internet Options, Clear History). This is a public computer so don't treat it as your own from a security point of view. We are not responsible for any loss or damage you may suffer from your usage of this computer or if the facility becomes unavailable for any reason.

Fair usage policy. We apply a fair usage policy. Excessive use of facilities resulting in additional charges to the owner will need to be passed on to the guest and will be recovered through the security deposit or through a subsequent charge if the deposit has been returned. Normal and fair usage of these facilities will not result in any additional charge. Fair usage includes, but is not limited to, the following:

- internet downloading
- cable movies
- telephone usage
- electricity and water consumption.

Florida Ideal our local managing agents. 1-800-892-0958 (Toll Free) Office Hours 6am-6pm Mon-Sat. Please contact us on the number above if during your stay you have any problem with the home or pool, or any other query with which we may assist. If we do not answer immediately, please leave a message and we will get back to you as soon as possible. To leave a message outside office hours please use our Toll-Free answer service 1-866-847-1392 and we will call you next morning. **PLEASE READ the Florida Ideal handbook in the villa when you arrive for other important advice and instructions.**

ACCEPTANCE Client agrees to be bound by these booking conditions by confirming in writing and making the necessary payment due.

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Additional guests policy: if you pay extra for additional guests and subsequently change the booking to reduce the guests there will be no refund of the additional guests. if you cancel all guests then the standard cancellation policy applies.