



## Terms and Conditions

We strongly advise you to take out holiday insurance to cover all circumstances. All bookings are subject to the below terms and conditions:

### Booking and deposit

- Your booking will be confirmed after the booking form and deposit have been received, at which time the booking becomes firm.
- Signing of the booking form by the party leader confirms acceptance and understanding of these terms and conditions on behalf of all persons intending to occupy the villa.
- Bookings are only accepted from the party leader directly, no third party or agency bookings will be accepted.
- We require the full home contact telephone number and home address of the party leader.
- A non-refundable deposit of 10% of the total booking cost must be sent with the booking form.
- The full balance is due 6 weeks prior to the date of arrival. If a booking is made less than 6 weeks before arrival then the full balance will be due as soon as the booking is confirmed.
- Upon receipt of the final balance, the party leader will be advised of the property address, name and telephone contact of the Management Company and instructions for accessing the property.

### Returnable security/damage deposit

- The sending of the booking form confirms your acceptance to pay for any damage of any kind caused by your occupancy of the property. Please check the property on arrival and report any damage or carpet marks to the management company within 24hrs of arrival. If this is not done then there is a risk that cleaners could raise a problem as being caused by you. The cost of repairs and/or replacements will be deducted from your security deposit prior to the return of the balance. The security deposit of £200/\$300 will be fully refundable 14 days after your departure from the property, providing there are no claims against it. Claims include, but not limited to:- not abiding by the terms and conditions, not abiding by instructions set out in the information book contained in the villa, damage of any kind, excessive cleaning costs by our agents or excessive use of electricity (caused by leaving external doors open with the air conditioning on, pool light not turned off). The named person on the booking form will be held responsible for all additional costs, which exceed the security deposit, and any additional sums must be paid within 14 days.
- All breakage or other loss incurred during the rental period must be reported to the management company within 24 hours of such breakage or loss.
- The deposit will be returned to the party leader within 14 days of vacating the villa, subject to satisfactory inspection by the managing agency.
- The villa front door key must be left in the security box on departure. Loss of the front door key will result in a loss of £50 from your security deposit.
- If you lock yourself out, you are to phone the management company who will allow you re-entry.

### Cancellations

Any cancellations must be made in writing and will be subject to the following charges:

- More than 6 weeks before departure : Loss of deposit only
- Less than 6 weeks before departure : Loss of 100% of total cost
- We reserve the right to cancel the holiday and return any money paid.

### Liability

- During your stay the owners or owners' agents accept no responsibility for any death, personal injury, accidents, loss or damage to persons or personal possessions however caused.

- We would strongly advise that appropriate travel and cancellation insurance is taken out for all members of the party travelling.
- Force Majeure – The owners or owner's agent cannot accept, be responsible for or be liable in respect of loss, damage or changes caused by force majeure (e.g. strikes, floods, closure of airports, weather conditions or other events beyond our control). In the unlikely event of a complaint during your stay, please contact the Management Company.
- No liability is accepted by us for loss of main services or failure of appliances, or for the consequences of the actions or omissions of persons who may control supply of mains services, nor any actions taken in the vicinity of the property by any authority over which we have no control.

#### **Accommodation and safety**

- The accommodation provided is only for the persons named by the party leader on the booking form. Subletting, sharing or assigning is prohibited.
- Persons under the age of 18 MUST be accompanied by an adult.
- The property must not be left insecure at any time while you are away from the property, including garage doors.
- No person is to be allowed access to the property without first identifying the credentials of the person and viewing identification documents.
- The property will be available after 4pm Florida time on the arrival date unless otherwise agreed.
- The property must be vacated by 11am Florida time on the date of departure.

#### **Swimming pool**

- Anyone using the swimming pool does so at their own risk. We cannot be held responsible for any loss or injury resulting from the use of the swimming pool.
- Children must not be allowed access to the swimming pool area without responsible adult supervision.
- Diving is strictly prohibited.
- Glassware and other breakable kitchen items are not permitted in the pool area.
- The pool heater is a mechanical device, as with any mechanical device it can be subject to electrical/mechanical failure. In such circumstances every effort will be made to repair the heater. If you have paid for pool heat, then we will refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for.
- The swimming pool is cared for by trained personnel and it is vital that the correct chemical balance is maintained. To avoid upsetting this balance or causing damage to the filtration and heating systems, you must not introduce any chemical or soap product into the water. On rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay it will be necessary for you to be out of the pool for a period of 12–24 hours for safety reasons.
- Owners/Management company cannot be held responsible for pool temperatures, especially during cold spells. No refund of pool heat will be given if it is due to personal taste.

Please do not try to alter any of the pool controls, as they are locked and pre-set and only adjustable by the Management Company. The pool area has a child safety screen which can be removed or partly opened if you have small children. Do not allow children to play unsupervised in the pool.

#### **BBQ**

- BBQ is supplied within the lanai area, with free gas
- Please advise the management company if the gas runs out and they will replace this free of charge
- BBQ cleaning is not included in the end of stay cleaning charge. Therefore, the BBQ must be left cleaned at the end of your stay. Failure to leave the BBQ clean which results in the management company cleaning the BBQ will result in £50/\$75 being taken from the security deposit.

#### **Complaints**

In the unlikely event of a complaint during your stay please contact the Management Company immediately so that remedial action may be taken.

If the matter remains unresolved please notify us in writing within 30 days of your return.

### **Smoking & Animals**

For the comfort and safety of clients and guests smoking is not permitted within the villa. Smokers may do so on the pool deck or patio. There will be an additional cleaning charge if the client and/or guests choose to ignore this condition of booking. Animals and pets are not allowed within the villa.

### **Security cameras**

Security cameras are installed on the outside of the property. These are for security purposes only, and viewing of the river at the end of the garden. The garden camera may be used on our website [calusarental.com](http://calusarental.com) to transmit live view of the river at times.

*Please ensure you have read these terms and conditions carefully and by signing the booking form, you acknowledge your acceptance and understanding thereof.*