

WEKIVA VILLA AT CUMBRIAN LAKES
KISSIMMEE FLORIDA

BOOKING TERMS AND CONDITIONS

Every attempt has been made to use clear and concise language in these terms and conditions, if any terminology has been used which is not fully understood, please contact the owners of the property (hereafter called the Owner) for clarification before you sign the booking form.

VILLA BOOKINGS:

Bookings are valid after:

- a) The booking form has been completed and signed and received by the Owner and
- b) The 25% deposit has been paid and
- c) The booking has been confirmed in writing or by e-mail by the Owner to the Client.

The person, who signs the Booking Form, certifies that he or she is authorized 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 21 years or over. Bookings cannot be accepted from parties of young people less than 21 years of age.

A deposit of 25% must accompany bookings, which is non-refundable. The balance must be paid eight weeks prior to the commencement of the holiday along with a Security Deposit of £300. The Security Deposit will be returned to the Client within 14 days of completion of the holiday as long as any key(s) are returned and the Owner's Management Company reports no damage or loss.

If the Client wishes to cancel the booking he or she should advise the Owner immediately by telephone or e-mail followed by confirmatory letter. The Owner shall be entitled to retain all payments already made (except the Security Deposit) and to recover, if not already paid, the balance of the hiring charge as follows:

30 - 60 days:	50% of the rental charge
Less than 30 days notice:	100% of the rental charge

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 Client.

All descriptions are made in good faith and every care is taken to ensure their accuracy. Advertised facilities and amenities may on occasion be restricted, curtailed or changed. In these circumstances we will, if possible, notify you of such changes. We will not be liable for any such changes beyond our control, nor shall any such event give rise to any refund or other claim whatsoever against us. All prices are subject to availability and change.

The Client agrees:

- a) 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
- b) To take good care of the property and leave it in a clean and tidy condition at the end of the holiday
- c) To report any damage or loss immediately it is discovered to the Owner's Management Company in Florida
- c) To permit the Owner or their Agents reasonable access to the property to carry out any maintenance if necessary
- d) Not to sublet or share the property except with persons nominated on the Booking Form

It is a condition of the rental that you should be considerate in your behaviour and keep noise to a reasonable level so as not to disturb our neighbours.

Whilst it is unlikely that you should have a complaint while you are on holiday, you must tell the local Management Company immediately. They will do their best to resolve any problem to your satisfaction. In the unlikely event that any complaint cannot be settled quickly, you should contact us in the UK. We cannot accept liability for any complaints that have not followed the above procedure and which are not received by us in writing within 10 days of your return. Claims in respect of accommodation are limited to the total rental amount paid.

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.

The property is available after 4.00 p.m. on the day of arrival and must be vacated by 10.00 a.m. on the day of departure. Stays of less than a week will incur a £70 cleaning charge.

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 Client is responsible for taking out an adequate insurance policy(ies) to cover all risks. This waiver is also applicable to people visiting the property as guests of the Client(s).

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 Client(s) and other people occupying the property during the rental period.

Pool Heating - an additional fee of £90 per week will be levied if the Client requires this facility. Pool heat commences at the time it is switched on, meaning that is your first day. It will take at least 24 hours to heat the pool. The water will only heat approximately 5 to 10 degrees above the air temperature during the winter months. In the summer months the pool will be heated to between 78 and 82 degrees Fahrenheit. If the air temperature drops below 50 to 55 degrees, then the heater will not heat the water sufficiently. This is an 'act of nature' and the rental home owners (or their agents) cannot be held responsible for the pool not heating to your satisfaction. Therefore no refund will be given.

Clients may use the swimming pool at their own risk. They should always observe the safety rules listed in the Information and Safety Book held in the home.

Our home is strictly a NON- SMOKING property

Strictly NO PETS allowed

IT IS STRONGLY RECOMMENDED THAT CLIENTS TAKE OUT HOLIDAY INSURANCE TO COVER CANCELLATION FEES AND ANY OTHER LOSSES, WHICH, MAY OCCUR.