

Terms and Conditions for booking/rental of Sunburst Villa 8215 Fan Palm Way, Windsor Palms, Kissimmee, Orlando 34747

Booking:

The person booking the villa must be over 21 and must notify us within 7 days if any details on the booking form are incorrect. A non-refundable deposit of £200/ \$300 is payable immediately unless booking is in within next 8 weeks when the amount is payable in full. Balance due not less than 8 weeks prior to start of arrival.

If the payment is not made in full by the due date, we reserve the right to treat the booking as cancelled and a charge of up to 100% may apply.

Cancellation policy:

Should a cancellation be necessary after you have made your reservation, your booking deposit will not be returnable. If you cancel your reservation after the balance has been paid, then the following cancellation charges will apply:

Cancellation within 62 days of vacation commencing: Deposit plus 25% of the balance paid

Cancellation within 45 days of vacation commencing: Deposit plus 50% of the balance paid

Cancellation within 30 days of vacation commencing: Deposit plus 75% of the balance paid

Cancellation within 15 days of vacation commencing: Deposit plus 100% of the balance paid

We strongly advise you to take out suitable travel insurance as soon as your booking is confirmed to cover any cancellations for reasons beyond your control. If the balance is not paid when it becomes due, we reserve the right to cancel the booking and retain the deposit.

Occupancy:

You will be able to occupy the villa from 4pm on the day of arrival, and you must vacate it by 10am on the day of departure. Over occupation of the villa is not permitted. Only those named on the booking form can occupy the villa; contravention of this will render your booking void and all monies will be forfeited. The home cannot be sub-let, shared or assigned

Conduct:

We ask that you act in a considerate and courteous manner towards the other residents and guests in Windsor Palms. Please keep noise to a minimum in early morning and late evenings, particularly around the patio and pool. We want you to have fun, but just ask that you respect others and their property. No pay for view services are included in your rental contract and any such charges incurred will be charged to you.

You will be responsible for the costs of any breakages/damages made during your stay however these may have occurred, which you must report immediately.

You must inform us of any damage/breakages on arrival within 24 hours or else you will be liable for damages found subsequently.

Parents must supervise children at all times, especially by pool area. Glassware at poolside is prohibited. No responsibility/liability will be accepted for any accident, injury or damage sustained during tenancy, regardless of however it may have occurred.

Pools & Pool Heating (if booked)

The spa/pool heating can be switched on at an extra cost of £100/\$150 per week. In occasional severe winters, it is possible that the pool heater may not be able to maintain the water temperature of 80 degrees – this does NOT constitute a malfunction. Any issue with the pool heating should be directed to the management company whilst you are in attendance at the villa so they can deal with your concerns.

Do not tamper with pool heating boxes. Guests who help themselves to pool heating that has not been ordered will be charged by the local property manager for the cost of this and any damage done to the pool heating box and/or equipment.

Maintenance:

All breakages, accidents, problems and losses must be reported to the management company as soon as they occur so they can be dealt with. Any home appliances may, from time to time, malfunction and need repair: the management company will aim to rectify any problems as soon as possible but repair times may be dependent on third parties such as utility companies. Access to rental homes may be required by authorised maintenance personnel during your stay; neither we nor the management company will be liable for interruptions in services such as electricity or water, nor for any consequences caused by such interruptions. No compensation will be given for faulty recording or playback equipment, TVs, audio equipment, cable reception, telephone malfunction, computer equipment or internet access problems.

If, after reporting a problem to the management company, it remains unresolved, please notify us in writing within 7 days of your return. No action can be taken or liability accepted for any complaints received after this period.

Liability:

In the event of any problems whatsoever, our total liability will be limited to the rental amount paid.

Vacation Home Details:

We aim to keep the details and photos on our website accurate but they should act as a guide only; we may change the decor or furnishings at times. Sunburst Villa is rented on a self-catering basis. It will be furnished with linen and towels. All descriptions on the web are made in good faith, but no liability can be accepted for errors or omissions.

Pets:

Pets are not permitted. This is primarily out of consideration for future guests who may suffer from allergies or other pet related illnesses. If pets are found in the home then the property manager or their representative has the right to have them removed and the guests may be required to vacate with no refund of rental monies. Furthermore a total clean and de-odorising will be required upon departure the costs of which will be deducted from the security deposit and/or charged afterwards.

Smoking:

Smoking indoors is not permitted. Smoking is allowed outdoors only. Guests found smoking inside the home will be required to pay for additional cleaning and de-odorising and will be asked to vacate the property with no refund of rental monies.

Check Out:

Check out is at 10am PROMPT. Late check out without prior arrangement will result in an extra charge.

BBQs:

BBQs can be hired at an extra cost (please enquire for details). BBQs must be used in accordance with Florida state law. PLEASE NOTE: the filling up the gas tank is not the responsibility of the management company. If the gas tank empties during your stay please take it to get it refilled - call the local property manager to find out where the nearest tank stockist is.

Locating your home:

Once you have paid for your vacation home in full you will receive, by email, the address of your villa, driving directions and access codes/key collection instructions. Please do NOT travel without this information as you will not be able to locate your rental property. If you do not receive this information please contact us at least 72 hours prior to your journey commencing.

Parking & Vehicles:

The Homeowners Associations very rarely allow overnight parking of Commercial Vehicles, RV's, Boats, Campervans, Trailers or any kind of oversize vehicles. Many also prohibit on-street parking - if you intend bringing any of these kinds of vehicles then you need to make your own parking arrangements. If you have any questions in this respect please check before-hand.

General Points:

Swimming pools are great fun and few people would choose a holiday home without one. However they are an obvious source of DANGER especially for young children. The pool is to be used at your own risk. We cannot accept any liability whatsoever for any injury caused as a result of using the swimming pool in any vacation home or resort. You are particularly advised NEVER to allow children to use the pool unsupervised.

The villa is fitted with Air Conditioners and these can usually be adjusted to your personal comfort level. If you adjust the thermostat to a temperature level that causes the AC unit to freeze up, then you will be responsible for the cost of any service personnel required to repair the system and clean up the mess. If you think the AC is not working properly then contact the management company for assistance.

You will be expected to place your garbage in the proper collection bins and place the bins out for collection on the appropriate day. Any fines incurred because of bins being out on the wrong day will be your responsibility and the charge will be passed on to you. There will be a charge made to guests leaving behind excessive garbage at the end of their stay.

Please do not place anything other than toilet paper in the toilet bowls. Plungers are provided but if a plumber is needed then the guest will be responsible for the cost incurred.

Keep your key in the lock box. Guests are responsible for the cost of replacing lost or stolen keys and lost lock box tops. If you lock yourself out of the home and need assistance to re-enter the property then the cost of this, along with the cost of replacing any locks, will be the guests' responsibility.

Please clean up spills on carpets and floors immediately - spills are much easier to deal with if they are mopped up at the time they happen. Also please do not sit on the furniture or lay on the beds if you are covered in sun tan oil - this will stain.

We have to cancel or amend a booking if, in the opinion of any person in authority, you appear unfit or are likely to cause damage or disturbance to the villa, we reserve the right to terminate your holiday agreement with us.

We also reserve the right to cancel any bookings made under false pretences or any other legal reasons.

Should you amend the booking after confirmation, we reserve the right to change the pricing. You must inform us of any change to your holiday arrangement and we will do our best to help you, An admin charge of £25 \$35 for any changes may be added to final bill.

Parties exceeding the number of people allowed in the home are strictly forbidden.

We cannot, do not accept responsibility for any cancellation or amendment to your booking brought about by: riot, illness, civil strife, industrial dispute, natural or nuclear disaster, terrorist activity, fire, adverse weather conditions, technical problems, closure or congestion of airports, cancellations or changes of airline schedules, other transportation problems, or similar events beyond our control. We suggest that you take out adequate travel insurance to cover such eventualities.

By placing a booking you agree to abide by these terms and conditions.