

# “TIGGER WOOD VILLA”

## TERMS AND CONDITIONS

- Booking.** A provisional booking date may be held by telephone/internet and will be held for seven days (10 days for US/Canadian bookings) pending receipt of a completed booking form and full non-returnable deposit, or full payment if the booking is made within 8 weeks of your arrival date. Only the persons named on the booking form are allowed to stay in the house as Florida State Law prohibits subletting, sharing or assigning. Any persons not shown on the booking form will be asked to leave by our local agents. **SORRY NO PETS ALLOWED IN THE VILLA. ALSO STRICTLY NO SMOKING.**
- Deposit and returnable Security Damage Deposit** A deposit of £200/\$200 is required with the completed booking form. Confirmation of booking will normally be made within seven days of receipt of deposit. Once the booking is confirmed the deposit will be non-refundable but will be deducted from the full rental amount due.
- A security deposit** payment of £200/\$200 is also required, to be paid with the final balance 8 weeks prior to arrival at our villa. This payment will be refunded within 21 days of guests leaving our villa providing there is no damage to the villa or contents, after a satisfactory inspection is made by our management company.
- Payment of Balance.** The balance of your account is payable eight weeks prior to the date of departure. Bookings made within Eight weeks of departure are payable in full at the time of booking. The owners reserve the right to cancel the booking if payment is not received by the due date.
- Cancellations.** The client may cancel the booking at any time after it has been confirmed. Cancellation must be made in writing. The following cancellation charges will apply:-

<b>Over eight weeks:</b>	Deposit forfeited
<b>Between four and eight weeks before departure:</b>	50% of total cost forfeited.
<b>Less than 28 days before departure:</b>	100% of total cost forfeited.
- Arrival/Departure Times.** The rental commences at 4.00 p.m. on the day of your arrival and ceases at 10.00 a.m. on the day of departure. The villa will be cleaned after the guests prior to you and on your departure. All rentals are inclusive of electricity, water and local sales taxes.
- 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).

8. **Liability.** The owners or owner's agent do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused. We strongly recommend clients take out insurance to cover this. The owners or owner's agent cannot be held responsible for any ongoing construction, alterations to existing houses or any noise as a result thereof on or around the housing development.
  
9. **Pool Heating/Hot Tub rental.** If pool heating and hot tub rental is required it needs to be booked in advance, and there is an additional charge (See booking form). In the event that pool heating is requested we cannot guarantee the temperature of the pool as this will vary according to different factors, the main one being the prevailing weather conditions.

**Please use the pool cover provided between October and April, particularly in the evenings as there could be a 4 degree drop in the water temperature without it. It is advisable to take the cover off for some time during the day time to enable the water to circulate. PLEASE ENSURE THAT THE POOL COVER IS PUT BACK ON THE POOL WHEN YOU CHECK OUT THE HOME READY FOR THE NEXT GUESTS!**

The Owners do not accept any liability for any injury however caused as a result of the use of the Pool and/or the stand alone Hot Tub.

**Children under 5 years old are advised not to use the Hot Tub/Spa as per guidelines from the American Heart Association.** Children under the age of 12 should be supervised at all times. If you have any medical conditions please seek advice from your GP beforehand. The cover should be in place at all times when the Hot Tub/Spa is not in use. **Please shower before using as sun tan lotions will turn the water green!**

10. **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.
  
11. **Complaints.** Should you experience any problems with the villa during your stay, please report this to our management company as soon as possible. Should a problem remain unresolved, please notify us in writing **within seven days of your return. We regret we cannot deal with any problems that have not been reported to our management company in the first instance.**
  
12. **Price Guarantee.** The price of renting the villa is fully guaranteed and no surcharges will be added to the cost shown on the booking form.
  
13. **Inventory Items.** No inventory items must be removed from the house. This includes linens and towels. Any breakages or damage must be reported to the Management Company immediately.

14. **No Smoking Policy.** Smoking is not permitted within the house and if this rule has been ignored guests risk losing their security deposit as we are a **STRICTLY NON SMOKING** home. **Smoking is permitted within the pool area only.**
15. **No Pets.** We are sorry but we do not allow pets. Any guests found to have a pet in our home would be evicted and their security deposit forfeited.
16. **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. **PLEASE MAKE SURE YOU HAVE ADEQUATE TRAVEL INSURANCE.**
17. The party leader **must be over the age of 25** years old.
18. **Cot and Highchair.** A cot/crib, stroller and highchair are provided at the villa. **Please note that cot/crib bedding is NOT provided** and guests are required to bring their own cot/crib bedding..

**Glenn**

**Skaalerud**

April 2019