

Grumpy's Retreat Villa

Terms and Conditions of Hire

Booking

A provisional booking date may be arranged via either telephone (+44 (0)7967 007041) or e-mail (owner@grumpys-retreat.com). This provisional booking will be held for five (5) days pending the receipt of completed mandatory booking form and full deposit or payment in full as appropriate. **Only named** persons on the booking form may stay in the villa due to Florida State Law prohibiting **subletting, sharing and assigning**. Any un-named person that is found to be staying in the villa will be asked to leave by our local management. We **do not** allow animals into the villa.

Reservation Deposit

A deposit of £100/\$200 is required along with the booking form. Confirmation of booking will be made within seven (7) days of receiving the deposit. Once your booking is confirmed your deposit will be **non-refundable** but will be deducted from your final amount.

A security deposit of £200/\$400 in the form of a separate cheque/check is required with your final payment which is fully-refundable pending review by management.

Payment of Balance

The remaining balance of your account is payable up to **8 weeks** prior to the date of your arrival in the villa. Bookings made within 8 weeks of arrival **must be paid in full** at time of booking. The owners reserve the right to cancel **any** booking if payment is not received by due date.

Cancellation Policy

The client may cancel the booking at any time after it has been confirmed. Cancellation **must** be in writing. If a booking is cancelled, the following charges will occur:-

- Over 8 weeks before arrival: Deposit forfeited
- Between 4 and 8 weeks before arrival: 50% of total cost forfeited
- Less than 4 weeks to before arrival: 100% of total cost forfeited

Arrival/Departure Times

The villa will be cleaned before you arrive and after you leave the villa. The rental commences at 3pm on the day of your arrival in Orlando and ends at 11am on your day of departure. You can also ask for a late check-out which is an extra \$50 charge. Please note, if another rental commences on your day of departure this option will not be available, please check with our local management.

What Your Rental Fee Includes

Your rental fee is inclusive of electricity, water and sales tax. This fee also covers mandatory pool cleaning (in compliance with State Law). A telephone is also at your disposal with local, long-distance and international calls all free.

Force Majeure

Neither the owners or their management can accept, be responsible or liable for loss of items, damage or changes caused by Force Majeure (i.e. Extreme weather (e.g. Hurricanes), strikes, floods, closure of airports or any other circumstance that is beyond their control).

Liability

Neither the owners or their management accept liability for death, personal injuries, accidents, loss or damage to person or personal effects however caused. We strongly recommend that clients take out insurance to cover these circumstances. Also, the owners or their management cannot accept responsibility for ongoing construction or alterations to existing houses or any noise as a result of such activity on or around the community.

Pool Heating

Pool heat is an optional extra that must be pre-booked in advance at a rate of £12/\$24 per day or £75/\$150 per week. If pool heating is requested we cannot guarantee the temperature of the pool as this will vary according to different factors, the main being the prevailing weather conditions. To maintain optimum heat in the pool, please use the pool cover provided, especially during the night, to retain the water temperature.

Unavoidable Changes

The owners reserve the right to cancel the booking at any time and if this unlikely event should occur they will return all costs (to the sum of your balance for your stay). The owners can also recommend other accommodation to a similar standard in the same area (depending on client's choice and subject to availability).

Complaints

Should any problems arise during your stay, please notify our management company and they will do their best to assist you. If the issue(s) however, remains unsolved please notify us in writing within seven (7) days of departure.

Inventory Items

No inventory items may be removed from the house (which includes linens and towels). Any breakages or damages must be reported to the management company immediately.

Adjusting Systems

It is essential that guests **do not** tamper with the controls for the air-conditioning units, pool door alarms, sprinkler systems or pool heaters and timers. Adjusting these systems could cause extensive damage and your security deposit may be forfeited and you may be liable to other charges if any damage is caused.

Price Guarantee

The rental price stated to you is 100% guaranteed and no surcharges will be added to this.

No Smoking Policy

Smoking is **strictly prohibited** within the house. Smoking is permitted in the **pool area only**.

Documentation

All passports, visas and health certificates are the **client's sole responsibility**. Neither the owners or their management accept liability for lost, stolen or any delay or expense incurring from any irregularity of these documents. Any cancellation made due to the inability of the client to conform to such documents will be subject to the above cancellation charges.

Baby Equipment

A cot/crib, pushchair/stroller and highchair are all provided free of charge. If you are in need of any more baby equipment, they can be supplied and are payable locally. Please state this at time of booking.

Travel Insurance

We strongly recommend that all guests take out travel insurance for all persons in the party. In the event of a guest becoming ill, medical fees are at the client's expense and the owners nor their management are not liable to refund either partial or total costs. We also recommend that your insurance covers all persons in the party are covered for a cancellation for any reason.