

# STRICTLY NO PETS ALLOWED NO EXCEPTIONS

## BOOKING TERMS AND CONDITIONS

### YOU'RE CONTRACT WITH US

#### 1. YOUR HOLIDAY RESERVATION

Before we can accept your booking, the head of your party must read these conditions and sign the booking form where indicated. The person, who signs the booking form, does so on behalf of all members of the party and binds them jointly and severally to these booking terms and conditions. When you ask us to confirm you're booking, we will allocate your chosen dates and confirm your booking by issuing confirmation on receipt of the deposit (See paragraph 2 below). This will be the only confirmation issued unless you request a change in the holiday arrangements.

#### 2. DEPOSIT PAYMENT

At the time of confirming your booking you will be asked to pay a deposit of US \$200.00 per week. If this deposit is not received within seven days, your booking cannot be guaranteed. This deposit is your only commitment until eight weeks prior to departure.

#### 3. PAYMENT OF BALANCE

The balance of the holiday cost must be paid at least eight weeks prior to departure. If this payment is not received within that time, we reserve the right to treat your booking as cancelled, in which case you could be liable to pay us the cancellation charges detailed in paragraph 6 below.

#### 4. REFUNDABLE SECURITY DEPOSIT

At the same time as the balance is paid a security deposit is required of US \$300.00 per booking. The security deposit will be refunded less any costs incurred, such as accidental damage to the property and any contents, excess cleaning, loss/non return of keys.

#### 5. IF YOU ALTER YOUR BOOKING

If you decide to alter any details after your booking has been accepted providing that we are informed not later than eight weeks prior to departure, these will be treated as changes and a US \$50.00 administration fee will be charged. However, name changes or any changes within eight weeks will be treated as a cancellation and could be subject to the charges outlined in paragraph 6 below.

#### 6. IF YOU CANCEL YOUR BOOKING

If you wish to cancel all, or part of, you're booking; you must do so by sending written confirmation. The person who signed the booking form must also sign the letter. In the event of a cancellation we will charge the fees as set out below:

PERIOD BEFORE DEPARTURE WITHIN WHICH CANCELLATION NOTICE IS RECEIVED	AMOUNT OF CANCELLATION FEE (SHOWN AS A % OF RENTAL COST)
More than 56 days	Deposit
56-43 days	50%
42-29 days	75%
28-0 days	100%

The amount payable depends upon when we receive the written confirmation of cancellation. The more notice you give, the less we will charge.

#### 7. IF YOU WISH TO COMPLAIN

If you have a problem during your holiday you **MUST** inform the local management company immediately, who will endeavor to correct the matter. If the problem cannot be completely resolved in Florida, this must be followed up in writing within fourteen days of your return home giving all relevant information. It is therefore a condition of this contract that you communicate any problem to the local contact while in Florida, if you fail to do this, we cannot accept responsibility as we have been deprived of the opportunity to investigate and rectify the problem.

## **8. INSURANCE REQUIREMENTS**

Holiday and travel insurance, including cancellation coverage, is essential for your own protection and you must be suitably insured with an insurance company of your choice.

## **OUR CONTRACT WITH YOU**

### **1. YOUR HOLIDAY RESERVATION**

When you request confirmation of your booking we allocate your chosen dates to you and give confirmation at that moment. That confirmation acts as our acceptance of the booking under these booking terms and conditions and your booking is confirmed from that moment. Subsequently, we will send you written confirmation verifying the details of your booking. This is the only confirmation that you will receive, unless you decide to alter any details.

### **2. YOUR PRICE GUARANTEE**

We guarantee that the price of your booking will not be subject to any surcharges once you have paid a deposit and received written confirmation.

### **3. IF WE CHANGE YOUR BOOKING**

On occasion it may be necessary to amend the arrangements made and we reserve the right to do so at any time. Where such changes are considered to be a significant alteration of an essential term of your contract, we undertake to advise you as soon as is reasonably possible.

### **4. FORCE MAJEURE**

Compensation payments do not apply where performance of our contract with you is prevented by risk of war or threat of a war, riot, civil strife, industrial dispute, terrorist activity, natural and nuclear disaster, fire, adverse weather conditions, technical problems to transport, closure or congestion of airports or ports, cancellations or changes of schedule by scheduled airlines and similar events beyond our control.

### **5. IF WE CANCEL YOUR BOOKING**

Although it is extremely unlikely, we reserve the right in any circumstance to cancel your booking. In this event we will inform you as soon as possible and you will be offered a refund of all monies paid, provided it does not arise from reasons of Force Majeure as set out above.

### **6. PASSPORT AND VISA INFORMATION**

It is your responsibility to ensure that all travel documentation is valid as airlines will not permit passengers to travel who do not have proper documentation and who cannot comply with all regulations.

### **7. OUR RESPONSIBILITY FOR YOUR HOLIDAY**

If you or any members of your party suffer death, bodily injury or illness arising from our negligence (claims will be limited in accordance with the international conventions which govern such services), sub-contractors, servants or agents we will accept responsibility provided that they were acting within the scope of, or in accordance with their employment when the accident happened. Such responsibility shall be limited only to the equivalent of such damages as you or any member of your party would be entitled to receive under English law in an English court for any personal injury including death caused by negligence as understood in English law.

NOTE: Should any payment be made to you or any member of your party by us, under any of the circumstances as stated above, you must assign to us any rights against any other person or party you may have in relation to the claim. We reserve the right to claim in your place against the person responsible for causing illness, injury or death. This means that you must assign that part of your rights to us and we will be subrogated to those rights.

### **Limitations of Liability**

The owners do not accept responsibility or liability for accidents, injury, illness, lost property or theft that is sustained during the rental period. We also do not accept responsibility for lost actions or omissions of the persons who control supply of mains services

The owners do not accept liability for loss of mains services nor for the consequences of the or misplaced personal property which guests may have left in the villa.

You are again reminded of the advisability of taking out adequate travel insurance for all members of your party.

**LAKEVIEW HOUSE**

**BOOKING FORM**

**HEAD OF PARTY**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NO. \_\_\_\_\_ FAX NO. \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

**REST OF PARTY\***

	<b>Mr/Mrs/Miss</b>	<b>Initials</b>	<b>Surname</b>	<b>Age#</b>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____

\* Please include a list of any additional names

# If under age 18 on first night of stay

**DATES OF BOOKING:** Arrival \_\_\_\_\_ **Departure** \_\_\_\_\_

**OPTIONAL POOL HEATING COST:** \_\_\_\_\_

**TOTAL COST:** \_\_\_\_\_ **SECURITY DEPOSIT:** \_\_\_\_\_ **HOUSE DEPOSIT:** \_\_\_\_\_

I enclose deposit of \_\_\_\_\_  
(Please make BANK checks payable in USD to **Derek Houghton**)

I confirm that I am over 21 years of age and I have read the Booking Terms and Conditions.

Signed \_\_\_\_\_  
(Head of party for and on behalf of all persons named above)

Date \_\_\_\_\_

How did you find out about our Lake view House? \_\_\_\_\_

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