



Vilu Reef, Florida

RENTAL TERMS AND CONDITIONS

BOOKINGS

An initial reservation may be made by telephone +44 (0)7752 806336, e-mail vilureef.florida@btinternet.com, or from our U.S. Website www.executivepoolhome.com and will be held for 5 days. When you have read and agree with our 'Rental Terms & Conditions' then complete and return our Booking Form.

DEPOSIT & SECURITY DEPOSIT

Upon receiving the completed Booking Form we send an invoice with the total amount stating payment details. We require a 25% deposit to confirm the booking, which is non-refundable but will be deducted from the full rental amount due.

When our representatives meet & greet you at the home you will be required to give either a \$300 cash security deposit or an imprint of your credit card which will simply be held as a guarantee, for the homeowner, against any costs incurred for any additional services, missing items, or any damage you may incur during your stay in the home.

BALANCE OF PAYMENT

The balance of payment is to be paid no later than 8 weeks prior to your arrival date. When a booking is made within 8 weeks of your arrival date then full payment is required.

We reserve the right to cancel the booking if payment is not received by the due date.

PAYMENT

Payments will need to be made by cash or cheque unless made directly to our management company when bank transfers and credit cards (which incur a service fee) can be used.

CANCELLATION CHARGES

The guest may cancel the booking at any time after it has been confirmed. Cancellation must be made in writing or by e-mail. The following cancellation charges will apply:

- * More than 8 weeks before arrival – Loss of Deposit
- * Between 4 to 8 weeks before arrival – Loss of 50% of Total Cost
- * Less than 4 weeks before arrival – Loss of 100% of Total Cost
- * If through circumstances beyond our control, it is necessary for us to cancel, which would be totally exceptional, we will refund any monies paid, without interest or further compensation.

AMENDMENTS

Alterations to Confirmed Bookings can be requested and will be at the Homeowner's/management company's discretion – an administration fee of \$25.00 will be charged. Changes need to be notified in writing or by e-mail together with the relevant fee.

TAXES

By Florida State Law all rentals are subject to Sales Tax and tourist Tax. These are inclusive in our price but extra when booked through our agents.

OCCUPANCY

Florida State Law prohibits sub letting, sharing or assigning. Therefore only the persons named on the Booking Form are allowed to stay in the house, any persons not shown on the Booking Form will be asked to leave. The home contains a floor plan, which clearly states the maximum occupancy level.

ARRIVAL AND DEPARTURE

The rental commences at 4.00 pm on the day of arrival and ceases at 11.00 am on the day of departure. If a later checkout time is requested and is available, there will be a \$75 charge.

UTILITIES

All rentals are inclusive of electricity and water.

CLEANING

The property will be cleaned before your arrival and again on your departure. If you require extra cleans during your stay there is a charge of \$60 per clean.

USE OF THE TELEPHONE

A telephone is available for your use in the home. All calls are free of charge including long distance and international calls.

POOL HEATING

During the period November to April pool heating is highly recommended. There is a charge of £12 per day (incl. taxes) and a minimum charge of 3 days. The pool heat can be requested at the time of booking or upon arrival. In the event pool heating is requested and paid for, the Homeowners or their agents cannot guarantee the temperature of the pool, as this will vary according to climatic conditions.

INVENTORY ITEMS

No inventory items are to be removed from the house. This includes linens and towels. Any breakage or damage must be reported to the agents immediately.

INSURANCE

Clients are recommended to take out adequate holiday insurance to cover eventualities such as cancellation, accident, sickness and damage.

LIABILITY

The Homeowners or their agents do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused as a result of the use of the home including the pool. It is the responsibility of an adult member of the party to ensure that children are **always** properly supervised when in the pool and surrounding area.

Neither the Homeowners or their agent can be held responsible for any ongoing construction, alterations to existing houses or any noise as a result thereof on or around the community.

NOISE

Please bear in mind that the home is situated on a community, which consists of both residential and short-term vacation homes, we therefore request that out of respect for your neighbours, no noise is made between the hours of 10pm and 8am.

COMPLAINTS OR DISSATISFACTION

In the unlikely event of a complaint during your stay please contact the agents.

FORCE MAJEURE

Neither the Homeowners or their agent can accept or 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 event beyond our control).

NO SMOKING POLICY

Please note the home has a **NO SMOKING** policy. Smoking is only allowed on the pool deck or outside the home.

GRILLS

Grills with gas tank can be supplied by our management company at a small weekly charge.

Please Note: By State Law cooking must be done outside of the pool cage.

CRIBS

Cribs can be supplied at a small weekly charge.

Pets

We allow pets in the home but there will be a \$150 charge collected locally to pay for a steam clean after your stay.

INFORMATION BOOK

An Information Book is provided for guests and is packed with useful information. This Information Book must not be removed or taken from the home.