

**TERMS & CONDITIONS (UK), October 3rd 2019**

**RENTAL ACCOMMODATION – Florida Homes Rental Accommodation**

**GENERAL INFORMATION**

Please ensure that you read and understand the following terms and conditions pertinent to your accommodation rental. If you have any queries, please do not hesitate to contact us.

Whilst we reserve the right to increase or decrease accommodation prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking and paid your deposit or full payment, the cost of the rental is guaranteed against any further increase, (unless these increases are brought about by Government action). This guarantee is offered subject to our conditions of payment being adhered to and providing you do not make any further amendments to your holiday arrangements.

As with all our bookings, you will stay in the exact property that you have chosen and booked. However, on the very rare occasion, due to circumstances beyond our control, we may have to offer you an alternate similar property. Should we be unable to find a suitable alternative, all monies already paid will be refunded in full.

Your holiday home rental includes: Accommodation as booked, including services e.g. electricity, water, (excludes pool heating unless otherwise stated).

NOT included in our rental prices: a) Flights b) Car Hire c) Holiday Insurance (recommended) d) Cost of pool heating unless indicated on your rental confirmation.

**1. BOOKING AND PAYMENT**

A) DEPOSIT: To confirm the booking, a deposit of 20% of the full rental cost for the period must be received. Upon clearance of the cheque/transfer, the booking will be confirmed. You must check the confirmation and final invoice carefully and raise any queries immediately.

B) PAYING YOUR BALANCE: The balance of the rental fee is due at least 8 weeks prior to the commencement of the rental period. We reserve the right to treat the booking as cancelled if we do not receive the balance by the due date. In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £25 to cover the bank charges and our administration costs.

C) HOW TO PAY: By Cheque, Bank Transfer or Credit Card

Cheques should be made payable to Florida Homes and sent to:

Florida Homes

Unit 6,

The Mall

Chandlers Ford

Hampshire,

UK SO53 2QD **OR** by bank transfer to: Florida Homes A/C: 39233760 Sort Code: 30-65-21

## 2. CANCELLATION

In the event that you cancel your booking for any reason whatsoever, the following charges will apply:

Up to 8 weeks prior to Rental Period, FULL deposit.

Within 8 weeks prior to Rental Period 100% (Full Amount)

## 3. ALTERATIONS TO BOOKINGS

If, following acceptance of your booking, you wish to alter your arrangements, we will do all that we can to help however an administration fee of up to £25 per booking may be charged.

## 4. RENTAL PERIOD

The rental period of the property begins at 4pm on the day of arrival. The property must be vacated by 10am on the day of departure, unless otherwise agreed in writing by the owners or their agents. Failure to comply will result in an additional charge being levied for late departure.

## 5. SECURITY DEPOSIT

All reservations are subject to a £250 refundable security deposit. Subject to any breakage's refunds will be made within two weeks of departure. Should breakages be in excess of original security deposit amount, an invoice will be sent, and payment required for the difference.

## 6. SUB-LETTING & GUEST EXPECTATIONS

Below are key policies which we must enforce. We respectfully request and appreciate that guests adhere to these policies. Guest will be asked to leave the premises immediately and will not receive a refund for any unused portion of their stay if found violating any of these key policies:

- The accommodation is reserved exclusively for the persons named on the completed booking form and subsequently registered on arrival. No other persons whatsoever are permitted to stay in the property unless this has been agreed by the owners or their agents in writing. Maximum Occupancy is strictly enforced based on Florida Statutes. There shall be no more than the maximum number of guests allowed by law.
- Guest may also be subject to additional fees if the property is found to be in a condition which renders it unable to be rented to the next arriving guests.
- Strictly NO pets, unless prior agreement. A cleaning fee of £250 will be charged to any guest violating this rule to cover the cost of sanitising the home. This fee will be charged to the credit card on file and, where necessary, deductions from security deposits will be made.
- **No Smoking** is allowed inside any property. All properties are non-smoking. Smoking is only allowed outside the home provided that all the doors and windows are closed to prevent smoke blowing into the home and if applicable is done in designated areas of the community and does not violate any of the communities smoking policies. A cleaning fee of £250 will be applied to any guests violating the no smoking policy to cover the cost of sanitising the home. This fee will be charged to the credit card on file and, where necessary, deductions from security deposits will be made.
- Under aged drinking is not allowed and won't be tolerated. If it occurs, the local authorities will be notified, and guests will be subject to all local county and/or state laws pertaining to this violation. **Please note the legal drinking age in the USA is 21.**
- Noise disturbance should be avoided, all guests need to be mindful of their neighbours. Do not disturb other guests whilst they are on holiday, please keep the noise levels down especially in the early mornings and late evenings.

## 7. POOL SAFETY

The owners of the property or their agents accept NO responsibility whatsoever for any injury or damage howsoever caused as a result of the use of the Pool or Jacuzzi / Spa and the surrounding area. All guests are requested to take extra care when using the Pool & Jacuzzi / Spa and are specifically requested NOT to allow unsupervised children to use the pool at any time.

Please also be aware and agree to the Management Company gaining access to the swimming pool at regular times to maintain the pool and the equipment. Guests must refrain, under any circumstances, from attempting to make any repairs or adjustments to the pool equipment or to any of the electrical wiring to the pool equipment. Please contact the Management Company to report any issues.

## 8. FORCE MAJEURE

The owners of the property or their agents will not be liable for any loss or delay occasioned by any of the following : strikes, riots, political unrest, hostilities, war or threat of war, terrorist activity, industrial disputes, fire, flood, technical / weather problems with transport, aircraft grounding, closure of airport or ports, weather conditions or any other event beyond the owner's or their agent's control including the effects of below average ambient temperatures on pool heating equipment.