



Abbey Villas Florida

RENTAL ACCOMMODATION

TERMS & CONDITIONS

General Information

Please ensure 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.

Your holiday home rental includes: Accommodation as booked, including services e.g. gas, water and electricity

NOT included in our rental prices: a) Flights; b) Car Hire; c) Holiday Insurance; d) Cost of pool heating unless indicated

1. BOOKING AND PAYMENT:

DEPOSIT: To confirm the booking, a deposit of 25% of the full rental cost must be paid directly to the owner and the completed, signed booking form must be returned by post, fax or e-mail. Upon clearance of the payment, the booking will be confirmed to you and the deposit will be non-refundable but will be deducted from the full amount due. You must check the confirmation carefully and raise any queries immediately.

***** N.B.:-** *Payment in full is required if the booking is made within 10 weeks of the beginning of your rental period.*

PAYING YOUR BALANCE: The balance of the rental fee is due **10 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.

HOW TO PAY: We accept the following payment options:

- Payment by Bank Wire Transfer or Online banking directly to our UK, or our USA, bank account
- Payment by cheque in £GBP or in \$USD
- Payment via PayPal (credit or debit card payments incur a 4% service charge)

For short notice bookings, payment will only be accepted by Online Banking or by Credit/Debit card via PayPal (subject to a 4% administration charge).

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2. CANCELLATION: Written confirmation is required in the event of a booking being cancelled and the following charges will be made accordingly:-

Period Prior To Departure	Cancellation Fee Charged
10 weeks prior	Deposit only
4 - 9 weeks prior	50% of full rental cost
Within 4 weeks of departure	100% of rental cost

We will however endeavor to find a replacement booking and reimburse accordingly where possible. In the unlikely event that the owners, due to events beyond their control, have to cancel the bookings, the owners will endeavor to locate a suitable alternative villa. If the owners are unable to provide an alternative villa or if one is found but not accepted by the principal hirer then the owners will make a full refund of all monies paid. However, the owners, Management Company or their agents will not be liable for any further losses that be incurred by the clients.

3. ALTERATIONS TO BOOKINGS: This booking relates to accommodation only and no refunds or partial refunds can be made in the event of failure to arrive at the accommodation for whatever reason including but not limited to weather, transport, Visa regulations etc. If, after your booking has been accepted, you wish to alter your arrangements, we will do all we can to help but 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 11am on the day of departure, unless otherwise stated.

5. SECURITY BOND: We require Credit Card details from all clients on booking the accommodation. These details are held as security cover against loss or damage occasioned by the use of the property or its contents by the parties to this agreement, or for any excessive cleaning costs above that normally required in connection with the occupancy. In this case the credit card will be debited to pay for the repair of, or replacement for any breakage's or damage caused during the period of rental in accordance with the managers' report. Alternatively, a security bond of \$250 USD or £150 GBP can be paid by PayPal (subject to a 4% charge) and will be refunded by the same means following departure.

6. SUB-LETTING: Only those named on the booking form may stay at the villa unless otherwise agreed in advance and the total number of guests must not exceed 8.

7. POOL & POOL ALARMS: The owners of the property or their agents cannot accept any responsibility whatsoever and howsoever caused for injury or damage caused as a result of the use of the pool and the surrounding area. Guests are specifically requested not to allow unsupervised children to use the pool. As swimming pools are potentially dangerous, please do not swim whilst under the influence of alcohol or drugs and unaccompanied swimming is ill advised at any time. Florida law requires that a pool alarm be fitted to all access doors to the pool. This is for the safety of your children and we would request that you do not tamper with it. The pool heater is electric, however during cold spells it has to work a lot harder to maintain a comfortable water temperature. It is advisable to replace the pool cover at night to preserve the water temperature. We advise that due to the size of the pool, it can take up to forty eight (48) hours for the water to reach it's optimum temperature, in relation to the prevailing climatic conditions. Pool heating charges will still apply during this "warm up" period.

8. INSURANCE: It is strongly advised that the hirers take out adequate holiday insurance cover at the time of booking. We cannot be held responsible for any loss or damage to personal property nor can we be held responsible for any injury, sickness or deaths however caused.



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9. PASSPORTS: United States immigration requires that all UK citizens have a valid 10-year passport with at least 6 months remaining after your intended departure date. From October 2004 all UK citizens must have their own 10-year passport. Non UK citizens are advised to contact the United States embassy to check visa requirements before booking.

10. CLIMATE: The principal hirer is hereby notified that as Florida is a tropical climate, it is home to many insects and bugs. The villa is treated on a regular basis to repel these creatures but you may occasionally find that they get inside the property. They are best dealt with by spraying with an appropriate product. If the problem persists contact the Management Company. These kinds of incidents are kept to a minimum if food and crumbs are not left on surfaces or floors and any spills should be cleaned up immediately. Eating in the bedrooms is not recommended.

11. LIABILITY: We cannot accept liability for any events beyond our control. This includes the actions of third parties over which we have no direct control such as the Management Company, maintenance companies, homeowners association, neighbouring villas etc. All information concerning the property is frequently checked to ensure its accuracy. However, on occasion it is possible that advertised facilities may be withdrawn or changed due to circumstances beyond our control. We 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 airports or ports, weather conditions or any other event beyond the owner's or their agents' control.

12. ACCESS: Whilst guests' privacy is always respected, the owner, Management Company or their agents reserve the right to gain access to the property at any time during your stay. Where possible you will be informed before-hand.

13. DATA PROTECTION: The details provided to the owners by the principle hirer will only be passed on to our Management Company for booking confirmation.

14. THE ABBEY RESTRICTIONS: The Abbey is a gated community and has various restrictions in place to maintain the high standard. We ask that you please adhere to these restrictions as failure to do so may result in receiving a fine from the local authorities:

- **All vehicles must be parked on the paved driveway**
- **Short-term visitor street parking is limited to reasonable hours.**
- **No overnight street parking is allowed, Failure to comply may result in your vehicle being towed away at your own expense.**
- **No Motor Homes / RV's, trailers, boats, campers, motor cycles or commercial vehicles are allowed on this community. Unauthorised vehicles may be towed at your own expense.**
- **The connection of the villa's utility supplies to any external vehicle / appliance is strictly prohibited.**
- **The Owners or their Management Company will not be liable for any costs you will incur nor shall we pay any compensation nor make any refunds due to any of the above actions.**
- **Trash cans must not be left out and must be stowed away after collection.**
- **Our home is NO SMOKING and WE DO NOT ACCEPT PETS!**

15. COMPLAINTS: Any complaints relating to the property must be made in writing to the owners Management Company within 48 hours of any problems arising. The Management Company will endeavor to deal with any such complaints to your satisfaction. Unless there is a valid reason, the owner will not consider any complaints that were not initially registered with the Management Company during the booked period.