Viburnum Villa

Terms and Conditions

Please read carefully (by submitting the booking form you agree to all our terms and conditions)

BOOKING AND PAYMENT

Reservations must be made by a member of the party who is over 21 years of age, who will be known as the Party Leader. The Party Leader accepts full liability for any loss or damage caused by any member of their party during the period of occupation of the villa, and agrees to meet the full cost of repair or replacement.

Any email, enquiry form or telephone booking will be provisional and held for seven days, pending receipt of the booking form and deposit. The balance of the rental fee is payable no later than eight weeks prior to departure. Email confirmation of your booking and all receipts will be sent as soon as possible. Payment is by bank transfer or personal cheque.

In accordance with Florida State Law, only guests named on the booking form are permitted to use the villa. The legal maximum occupancy for the villa is 10 persons. IIf these rules are not adhered to the rental agreement will be terminated without refund of monies.

SECURITY DEPOSIT:

A £200 refundable deposit must be paid 8 weeks prior to arrival and will be refunded in full within 4 weeks of your return date, subject to confirmation from our Management Company that the villa, its contents and pool area are in the same condition as on your arrival. All damages should be reported and paid for prior to vacating the premises. Any damage, breakages or excessive use of utilities and/or leaving the villa in such condition that requires additional cleaning will be made good from your security deposit.

RENTAL PERIOD

Any stay of 5 nights or less will incur a cleaning fee of £65.. The villa is available for occupation from 16:00 (4 pm) local time on the day of arrival and must be vacated by 10:00 (1am) local time on the day of departure. A later departure may be possible but must be agreed, in writing, prior to commencement of the holiday.

CANCELLATION

Cancellation Charges:

 More than 8 weeks before arrival date - loss of deposit,

5 – 8 weeks before arrival date - 50% rental cost

 Less than 5 weeks before arrival - 100% rental cost

The Party Leader must confirm all cancellations in writing or by email.

AMENDMENTS

If after booking you decide to alter any details, we will do our utmost to make the change requested. Alterations requested within eight weeks of departure may have to be treated as a cancellation.

POOL HEAT

Pool heating is subject to weather conditions. The colder the weather, the longer it will take to warm the pool each day. If you request pool heat to be turned on after arrival payment will be required from commencement, but it may take time for the pool to warm up. Guests are not permitted to touch the pool heater controls. Any problems with pool heating should be reported to our Management Company. Every effort will be made to repair the heater, and you will be reimbursed for days without heat.

INSURANCE

We strongly recommend that you ensure you have adequate Travel and Health Insurance for the duration of your stay, to cover eventualities such as cancellation, accident, sickness and damage. We have insurance that covers our home and its contents. Our insurance does not cover your personal possessions against loss or damage when on vacation, nor does it cover any costs you may incur if you have to cancel your booking. We will not be held responsible for clients who do not purchase adequate travel insurance to cover unforeseen circumstances which may necessitate cancellation of your holiday, or cause additional expense to be incurred by you or members of your party.

LIABILITY

The owners and their agents do not accept 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 villa and pool. It is the responsibility of the adult members of the party to ensure that children are always properly supervised when in the pool and patio/lanai area. No diving, jumping or horseplay is permitted in or around the pool. No glass or crockery to be taken to the pool deck and patio/lanai area, please use the plastic items provided. We do not accept responsibility or liability for any accidents, injury, illness or damage to any person that is sustained during the rental period. In particular children must be supervised at all times.

FORCE MAJEURE

The applicants accept full responsibility for making travel arrangements to ensure their occupation of the property for the period reserved. No responsibility or liability is accepted in respect of loss or damage, or alterations to dates caused by e.g. flight delays or cancellations, weather conditions, industrial disputes, terrorist activity etc.. In the unlikely event of our being unable to carry out a booking, the owner will make every effort to obtain alternative accommodation or make a full refund of any monies paid. No further compensation will be paid.

NO SMOKING

For the comfort of guests, the villa is a strictly a non-smoking home, including the lanai, patio and pool area.

NO PETS

For the enjoyment of future guests, no pets are permitted into the villa.

COMPLAINTS OR DISSATISFACTION

In the unlikely event of a complaint during your stay please contact the Management Company immediately. If the matter cannot be resolved you should contact us (the owner), in writing, within 14 days of the end of the rental period. If the problem has not been reported, as requested, to the Management Company the owner cannot accept any responsibility.