

Jade Keys Villa

Terms and Conditions

Booking:

A provisional booking date may be held by telephone/internet and will be held for five days pending receipt of a completed booking form and full deposit or payment as appropriate.

Only the persons named on the booking form are allowed to stay in the house as a Florida State Law prohibits subletting, sharing and assigning. Any persons not shown on the booking form will be asked to leave by our local agents.

Sorry, but no pets are allowed in the villa.

Reservation Deposit:

A deposit of £100/\$150 per week is required with the completed booking form. Confirmation of booking will normally be made within seven days of receipt of deposit. Once booking form is confirmed, the deposit will be non-refundable but will be deducted from the full rental amount due.

A security deposit of £200/\$250 in the form of a separate check will be paid with the balance.

Deposit and Payment of Balance:

The balance of your account will be payable 8 weeks prior to departure. Bookings made within 8 weeks of departure are payable in full time of booking. The owners reserve the right to cancel the booking if payment is not received by due date.

Cancellations - The client may cancel the booking at any time after it has been confirmed.

Cancellation must be in writing. The following cancellation charges will apply:

Over 8 weeks: Deposit forfeited

Between four and eight weeks before departure: 50% of total cost forfeited

Less than 4 weeks to arrival date : 100% of total cost forfeited

Arrival/Departure times:

The rental commences at 3.00p.m on the day of your arrival and ceases at 11.00a.m on the day of departure. The villa will be cleaned before your arrival and again on your departure. All rentals are inclusive of electricity, water, and local sales taxes. A telephone is available for your use in the villa, with local calls being free of charge, but you will need a credit card for long distance or international calls.

Force Majeure:

The owner or owners agent cannot accept, be responsible for be liable in respect of loss, damage, or changes caused by force majeure. (E.g. Strikes, floods, closure of airports, weather conditions, or other events beyond our control)

Liability:

The owner or owners agent do not accept liability whatsoever for death, personal injuries, accidents, loss or damage to persons or personal effects however caused. We also strongly recommend clients take out insurance to cover this. The owner or owner's agent cannot be held responsible for any ongoing construction, alterations, to existing houses or any noise as a result thereof on or around the housing development.

Pool heating:

If pool heating is required, there is an additional charge, which may be booked in advance. (£18/\$25 per day) In the event that pool heating is requested we cannot guarantee the temperature of the pool as this will vary according to different factors, the main being the prevailing weather conditions. Please use the pool cover provided, especially in the evenings, as this will help retain the water temperature.

Unavoidable changes:

We reserve the right in any circumstances to cancel the booking and in this event we will return all sums (without interest or complementation) or (at the option of the clients and subject to availability) we will offer alternative premises of comparable standard.

Complaints:

Should you experience any problems with the villa during your stay, please contact the management company, who will do their best to assist you. Should a problem remain unsolved, please verify us in writing within seven days of return.

Inventory items:

No inventory items must be removed from the house. This includes linens and towels. Any breakages or damage must be reported to the Management Company immediately. It is essential that guests do not tamper with the controls for the air-conditioning unit, sprinkler systems, or swimming pool heating and timer. Adjusting these systems could cause extensive damage and your security deposit may be forfeited if any damage is caused.

Price guarantee:

The price of renting the villa is fully guaranteed and no surcharges will be added to the cost shown on the booking form.

No smoking policy - Smoking is prohibited within the house. Smoking is permitted within the pool area only.

Documentation:

All passports, visas and health certificate requirements are the clients' responsibility. We accept no responsibility for any delay or expense incurred through any irregularity in such documents. Any cancellation made due to the inability of the client to conform to such documents will be subject to the above cancellation charges.

Cots and cribs:

A cot/crib is provided along with a stroller/pushchair, high chair and a car seat. All other baby items can be supplied, payable locally. Please apply this at time of booking.

Travel Insurance:

We highly recommend that all guests take out travel Insurance for all members of the party. In the event of a guest becoming ill, all hospital expenses are the guest's responsibility and the owner will not be liable for refund, either partial or total, of the journey and accommodation costs . We also recommend that the insurance covers you and all your party for cancellation, for whatever reason.