

Booking Terms and Conditions

Atkinson Family Villa
Prestwick Drive
Highlands Reserve
Davenport Florida

1. Bookings

A provisional booking date may be made and held by telephone, fax or email pending receipt of a completed booking form and deposit or payment in full if appropriate.

Note: An additional cleaning charge of \$100 will be added to any booking of less than 7 days.

2. Deposit and Security Deposit

A Deposit of \$250 or £150 per booking is required with the completed booking form. Confirmation of the booking will be made within 7 days of receipt of the deposit and once confirmed the deposit will be non-refundable but will be deducted from the full rental amount due. A separate Security Deposit of \$350 or £250, to cover any breakages, damage or exceptional cleaning costs, is required at approx. 2 weeks before your stay and can be paid by credit card. This deposit will be held until after departure when, subject to confirmation from the Management Company, it will be returned or destroyed.

3. Balance

The full rental amount less the deposit will be payable not less than 10 weeks prior to the date of arrival. Bookings made within 10 weeks of arrival are payable in full at the time of booking. Full details of the Management Company including key collection will be sent after full payment has been received.

4. Owners' Rights

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

5. Cancellation Charges

Cancellation of a booking must be made in writing, via email or letter, and will be subject to the following charges:-

- 1) Within 12 weeks prior to arrival - 50% of total payment forfeited
- 2) Within 9 weeks prior to arrival - 75% of total payment forfeited
- 3) Less than 6 weeks prior to arrival - 100% of total payment forfeited

6. Arrival and Departure

The rental commences at 4.00 p.m. on the day of your arrival, and check out is at 10.00 a.m. on the day of your departure. The property will be cleaned before your arrival and again after your departure. All rentals are inclusive of electricity, water and local taxes. A telephone is available for your use in the home with US National calls free of charge. A late checkout is available subject to a charge of \$75, and provided no other guests are due in on the same day.

7. Pool Heating

The use of pool heating is subject to an additional charge at the rate of \$27 per day and if requested at the time of booking the amount payable will be included in the final balance. Any request for usage following commencement of the rental should be made directly to the Management Company where upon the total amount due will be payable at the time of request to the Management Company (charged at the same rate).

8. Inventory

The inventory is checked by the Management Company prior to guests' arrival. Any breakages or damages should immediately be reported to the Management Company. Failure to do so will result in the deduction of costs from the Security Deposit.

9. No Smoking Policy

There is a no Smoking policy in ALL vacation homes in Florida, therefore smoking is not allowed within the house or pool area.

10. Force Majeure

The owners or their agent cannot accept, be responsible for or be liable in respect of any loss, damage or expense caused by any event beyond their control. In the unlikely event of a complaint during your stay all representations should be made directly to the Management Company.

11. Liability

The Owners or their Agent do not accept any liability what so ever for death, personal injury, accidents, loss or damage to person or personal effects however caused.

12. Unreasonable Behaviour

Highlands Reserve is a private estate, and contains both rental properties and permanent residences. Any behaviour which causes upset or distress to permanent residents and/or other guests is unacceptable, and may result in immediate termination of the booking. The Management Company is fully empowered to deal with any situations which arise, including contacting the local Sheriff if necessary.