



## Booking Terms and Conditions

**RESERVATION DEPOSIT** : US\$350 must be paid when booking the villa. All bookings will be confirmed in writing as soon as reasonably possible after our receipt of the online booking form and deposit.

**BALANCE** : The full balance is payable no later than 10 weeks prior to the date of departure. In the case of late availability bookings, a date will be agreed with us for the final balance to be paid.

**SECURITY DEPOSIT** : A refundable security deposit is charged and US\$265 will be requested and banked along with your balance, to be refunded within 28 days of returning home. This will be advised verbally at time of booking. In the event of any loss / damage to the property reported by the Management Company, and having to be repaired or reinstated, the cost will be deducted from the security deposit.

**CANCELLATION CHARGES** : We must be notified in writing as soon as possible in the event of cancellation. Should you cancel your booking the following conditions will apply:

More than 2 calendar months before departure Deposit forfeited.

Between one and two calendar months before departure 50% of total cost forfeited.

Less than 28 days before departure 100% of total cost forfeited.

We reserve the right to cancel your booking if the balance is not paid by the due date.

**POOL & SPA HEATING** : If required this may be requested at the time of booking and paid for within the final balance - In the event that pool & spa heating is requested and paid for, we would point out that the temperature can vary due to a number of factors, the main one being the prevailing weather conditions. It is always suggested that the pool cover be used overnight during the winter months to conserve heat. The winter months are November through to March, and pool & spa heating is generally only required during this period.

**POOL & SPA AREA** : If children are included in the rental party, the Renter is responsible for the behaviour and actions of their children and any of the children's friends or guests. Renter must agree to personally supervise any children on the rental property, especially around the pool and spa area. A removable safety fence is located around the pool and spa. The Renter assumes all responsibility for removing and use of said fence.

**LIABILITY** : During your stay Lucien McQueen & Georgina Wood (owners of 'Magic Dreams', 1926, Morning Star Drive, Glenbrook, Clermont, Lake County. FL34711), our representatives or agents, do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to personal effects, however caused.

**FORCE MAJEURE** : Lucien McQueen & Georgina Wood, our representatives or agents, cannot accept, be responsible for, or 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).

**COMPLAINTS** : In the unlikely event of a complaint during your stay please contact the management company named in your villa information details immediately. If they are unable to resolve the matter please notify us in writing within 30 days of your return. We cannot accept any liability in respect of complaints received after that date.

**PASSPORTS, DOCUMENTS & INSURANCE** : Passports, visa, health certificates and travel documents are the responsibility of the party leader. We accept no responsibility for any delay or expense incurred arising from any irregularity with such documents. It is advisable that travel and health insurance is taken out for all party members.

**OCCUPANCY** : The maximum number of persons allowed to occupy the villa at any given time is 10. Anyone found in breach of this condition will have their booking terminated and be asked to leave the villa, without compensation or reimbursement of any monies paid.

**CONTRACT** : The contract is governed by and interpreted in accordance with English law and the parties hereby submit to the exclusive jurisdiction of English courts.

**SMOKING POLICY** : We would kindly request that you refrain from smoking within the villa. Smoking is permitted in the outside Pool & Spa areas. Please use the ashtrays provided.

**PETS** : No pets allowed. Because of our Home Owners Association covenants, this cannot be negotiated.

Last Updated March 13, 2009