

Oshea Florida Villa Holiday Letting

Terms and Conditions.

Cancellation by the Guests

In the event of your party needing to cancel, the following conditions will apply.

- 5-8 weeks prior to departure 50% of the total charge to offset the discount that we will need to re-book the property at short notice.
- Any cancellation within the final 5 weeks will regrettably result in loss of the whole booking fee (not including the security deposit)
- Failure to pay the final balance by the due date (8 weeks prior to arrival) may result in loss of the booking and deposit. If we do not receive the payment we will endeavor to contact the guest but if we receive no payment or communication, then unfortunately we reserve the right to cancel the booking and retain the deposit.
- If you do have a problem, PLEASE contact us as soon as possible to discuss the matter.

We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

Cancellation by the Owners

In the unlikely event that personal circumstances necessitate cancellation of the booking we will refund any monies paid by the party (without interest, compensation or consequential loss of any kind). However the management company will always seek to relocate your booking to a villa of a similar or superior standard.

Force Majeure - The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond the owners control including, but not restricted to, war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation or schedules by carriers, adverse weather conditions, fire, flood, industrial dispute or any other event beyond our control.

Safety and Security

The following safety and security conditions should be adhered to at all times when on the villa property:

- To comply with state fire regulations under no circumstances may more than the maximum number of persons identified on the booking form occupy the property.
- The swimming pool is used entirely at the guest's own risk.
- No diving is allowed and children must be supervised at all times whilst in the pool area.
- Glass is not permitted in the pool area at any time. Please use the plastic items provided.

Security Deposit

The client is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay. The following conditions apply:

- We require a refundable security breakage deposit to be paid at the time of your arrival direct to the management company. This deposit will be repaid to your party by cheque as soon as the management company has reported no damage and that you have returned the keys.
- Our local management company checks the home before your arrival and after your departure and will advise us of any faults. This may include additional cleaning costs for removal of stains due to spillages or stains.
- We retain the right to retain the security deposit (either in part or full) to cover damage or non- return of keys. Receipts for repairs / replacements will be provided in the unlikely event that such retention of the security deposit is required.
- We reserve the right to pursue a guest for recompense for any and all damages caused which may exceed the value of the security deposit and will require payment within 14 days of being served notice of this.
- Florida has a sub tropical climate and care must be taken with food that is left uncovered. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred for lack of care may be passed to you.

Complaints Procedure

In the unlikely event of a problem arising whilst you are on holiday (relating to our villa) you should immediately contact our management company who will seek to resolve the matter speedily. Your satisfaction with our villa is paramount to us and should you consider that the matter is of a serious nature, we ask you to contact us direct within 14 days of your departure from our villa. However, if the problem has not been reported to the management company then we cannot accept any responsibility.

Disclaimer

Liability - The property is privately owned and neither the owners nor the management personnel accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused.

Right of Entry - The owners and their agents reserve the right of entry at any time. (This includes such workers as pool maintenance, gardeners etc)

Brochure description - Whilst all information supplied in the brochure is deemed to be correct to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form any part of contract.

Legality

This contract is subject to and shall be constructed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts. Any claims for compensation, loss or injury must be directed to your Insurance company and will not be entertained by the Owner or their agent.