

# HOUSEANDMOUSE.COM – BOOKING FORM

Name of person responsible for booking: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number – Home and Cell \_\_\_\_\_ / \_\_\_\_\_

Email Address: \_\_\_\_\_

Length of Stay (number of nights stay) \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

(check in 4pm\*)

(check out 10am\*)

*\* If you require early check in/late check out please arrange this whilst making the booking – a fee may be charged.*

Names in Party (please include ages of children if under 18):

1. \_\_\_\_\_ 7. \_\_\_\_\_

2. \_\_\_\_\_ 8. \_\_\_\_\_

3. \_\_\_\_\_ 9. \_\_\_\_\_

4. \_\_\_\_\_ 10. \_\_\_\_\_

5. \_\_\_\_\_ 11. \_\_\_\_\_

6. \_\_\_\_\_ 12. \_\_\_\_\_

*Please note that the Villa is 'hotel licensed' for 12 persons maximum*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

*By signing the Booking Form the lead person accepts responsibility for all members of the party and has read and agrees to the stated Terms and Conditions.*

## **Booking Checklist:**

Is the 20% deposit check/cheque included? \_\_\_\_\_

*(20% of the total due unless less than 10 weeks away from arrival date when full payment due)*

Has the Booking Form been signed? \_\_\_\_\_

Does your rental include Pool Heat? Yes / No

*(recommended from October to April - £98.00 / US\$170 per week)*

Do you require a welcome pack? Yes / No

*(This features breakfast items, helpful for late arrivals - £35 / US\$65)*

Which airport are you arriving at? Orlando / Sanford / Other – please state

Driving - US/Canadian guests – starting from the address above? Yes / No – please state address for directions

# Terms and Conditions of Rental

This contract is between the property owners and the party leader who must accept the conditions on behalf of all persons named on the booking form, including those substituted or added by agreed amendment of the booking. A contract exists when you have paid a deposit and we have accepted and confirmed your booking. Only persons named on the booking form are entitled to use the property.

**Maximum Occupancy** The Villa is hotel licensed for 12 people. If exceeded, eviction will occur.

**Booking Confirmation and Deposit** A booking deposit is only confirmed upon receipt of a completed booking form and 20% to the total amount of the agreed rental price. Once this has been received a confirmation letter will be issued and the lead person will then be responsible for the balance of the rental amount being received by the owners on or before 8 weeks prior to the arrival date. A booking can be held for the period of 7 days prior to receipt of the booking form and deposit. If the booking form and deposit is not received within 7 days the held dates are released for available rental.

**Balance of Payment** The remaining balance of payment and a separate refundable security deposit will be due on or before 8 weeks prior to the arrival date. If the payment is not received on or before that date the owners reserve the right to cancel the booking unless otherwise agreed. Any bookings taken within 10 weeks of the arrival date must be paid in full.

**Security Deposit** A separate refundable security deposit of £200/\$300 is due with final payment. This is held as security against non-return of keys, inventory damage or excess cleaning costs. The Management Company will inspect the property and its inventory before and after a guest's arrival and departure and the owner will return this deposit upon a satisfactory inspection report within 30 days of departure. The lead guest must fully inspect the home and report any damage or deficiency to the owner's manager within the first twenty four (24) hours of their stay. Thereafter any damage or deficiency found following the guest's departure will be attributable solely to the lead guest and their party. The lead person agrees to pay any additional charges for damage or loss not covered by the security deposit. Any breakages or damage must be reported to the Management Company immediately. It is the lead person's responsibility to ensure the property, its furnishings and fittings are treated with due care. In the event of any excess damage of any kind to the property or excess cleaning costs or excessive use of electricity (i.e. leaving external doors open with air conditioning unit on) which exceed the security deposit, the signatory will be held responsible for all additional costs. We reserve 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

**Cancellation** In the event that you cancel your booking the following charges will apply:

More than 10 weeks before rental start date - Loss of booking deposit

Less than 10 weeks before rental start date - 100% of rental cost, less security deposit.

**Alterations to Booking** Requests to alter a confirmed booking will be accommodated by the owner subject to availability. Where such alteration is not possible and the principal person decides to cancel the booking the cancellation fees detailed within the Terms and Conditions will apply.

**Insurance** It is strongly advised that the renters take out adequate vacation insurance cover at the time of booking. We cannot be held responsible for any loss or damage to personal property nor can we be held responsible for any injury, sickness or deaths however caused.

**Liability/Force Majeure** We cannot accept liability for any events beyond our control. All information concerning the property is frequently checked to ensure its accuracy. However, on occasion it is possible that advertised facilities may be withdrawn or changed. We cannot accept responsibility nor are we liable for any force majeure events such as fire, floods, weather conditions, industrial disputes, nor any other events which are beyond our control.

**Price Guarantee** Prices will not change once a deposit has been paid and a booking confirmation received.

**Rental Period** Check in is from 4pm on the day of arrival and check out is at 10am on the day of departure.

**Air Conditioning Units** Air conditioning units must not be run on full as they will freeze up and become inoperable. The renter then becomes liable for the repair of the unit.

**Pool and Pool Alarms** As swimming pools are potentially dangerous, please do not swim whilst under the influence of alcohol or drugs and unaccompanied swimming is not allowed at any time. Florida law requires that a pool alarm be fitted to all access doors to the pool. Tampering with these alarms is an offence. These alarms are fitted for the safety of your children and we request that no child be left unsupervised either whilst in the pool or surrounding area. If you have requested pool heat please note that it will be turned on the morning of your arrival. Pool heat temperature is susceptible to the current whether conditions, i.e. if the outside air temperature is very low it will chill the pool or if it has been raining the pool temperature will be lowered. It is advisable to put the pool cover on the pool overnight to maintain heat. Glass is not permitted in the pool area at any time. Please use the plastic items provided.

**Internet Access** An unlimited broadband Internet connection is provided for guests use. The owners will use their best endeavours to ensure that the service is available for use, but cannot be held responsible for any failures, or non-availability, of communication lines, hardware or software. No computer is provided, please feel free to use the connection with your lap-top – it is solely the users responsibility to make sure that their computer will work with our connection.

**Self Catering** The villa is self-catering. You are responsible for purchasing food, paper goods, cleaning supplies or other necessities you require during our stay. An initial supply of soap, dishwashing detergent and bathroom tissue is supplied.

**Barbeque** A gas barbeque is provided at the Villa for guest use. If you choose to use the BBQ you do so at your own risk. Please note that it is the guest's responsibility to fill/re-fill the propane gas container. Instructions for use of the BBQ can be found attached to the appliance. Barbeques must never be used on the patio area around the pool. The pool screen is highly flammable and the pool decking is treated with a resin coating that will be damaged by the heat from the barbeque. This is in accordance with the Fire Department's regulations. It is the guests responsibility to check that the BBQ is clean upon their arrival and if not please report this to the Management Co. The barbeque must be left clean upon your departure or a \$50.00 cleaning fee will be levied from your security deposit.

**Parking** Please note that RVs are not allowed on the subdivision. Cars should be parked in the driveway and off of the street at all times.

**Smoking and pets** Unfortunately neither smoking nor pets are allowed within our Villa.

**Access** Whilst our guest's privacy is always respected, the owner, Management Company or their agents reserve the right to gain access to the property at any time during your stay. Where possible you will be advised beforehand.

**Climate** Florida has a tropical climate and is home to many insects and bugs. We use preventative treatments to repel insects both inside and outside the Villa. We respectfully ask that food is not left on the patio and crumbs and spills be cleaned up immediately to prevent an insect infestation.

**Complaints** In the unlikely event that you need to complain please contact the Management Company immediately. The Management Company will endeavor to deal with such a complaint in a timely manner. Our Management Company is available 24 hours a day should an emergency arise.