



10 Stanley Gardens, Sanderstead, South Croydon
Surrey, England, CR2 9AH
Tel : 44 (0)20 8651 5725
Fax : 44 (0)20 7630 9027
Email : sales@sunchaservillas.com

BOOKING TERMS and CONDITIONS

Please read prior to booking. These do not affect your statutory rights.

BOOKING AND DEPOSIT

A provisional booking will be held for seven days pending our receipt of a completed and signed booking form with full deposit or full payment if booking is made within 8 weeks of arrival. The signatory, who must be 25 years or older, shall then be deemed to be the agent for all persons shown on the form.

Only those people named on the form are entitled to use the villa as Florida State Law prohibits subletting, sharing or assigning. Anyone not shown on the booking form will be asked to leave by our local agent.

In order to confirm your booking a deposit of 25% of the total cost will be required.

PAYMENT OF BALANCE

Full payment must be received 8 weeks or more prior to arrival date. Failure to make payment within the specified period will entitle us to cancel the booking and claim the appropriate cancellation charges.

SECURITY DEPOSIT

Our local agent will take a credit card swipe on day of arrival to the value of \$300 to cover breakages or damage to the villa during your stay. This will not be taken off the Credit Card Holders' account, unless breakages or damage have been incurred. If you do not have a credit card they will require this deposit in cash and/or travelers checks, which will be refunded within 21 days from your departure providing there is confirmation that no breakages or damage has occurred.

CANCELLATIONS

The client may cancel their booking in writing at any time, and maybe covered under their insurance policy for cancellation expenses and costs. You will also be liable to further costs for agreed reimbursement which will cover all foreseeable expenses arising from your booking and subsequent cancellation. Cancellation charges are calculated as follows :-

- Prior to 57 days* – Loss of deposit only.
- 29 to 56 days* – 50% of total cost of booking.
- 15 to 28 days* – 75% of total cost of booking.
- 14 days or less* – 100% of total cost of booking.

SPECIAL CONDITIONS

Aircraft captains are legally entitled to deny boarding to any passengers who present themselves at the aircraft in an unacceptable state due to the influence of drink or drugs. Any passenger so doing will be deemed as having given notice of his/her cancellation of the booking at that time and the aforementioned cancellation charges will apply.

PASSPORTS AND VISAS FOR NON-US GUESTS

All passengers, including children and infants, must possess a full passport valid beyond their return date. If in doubt contact your local passport office. The name on your passport should be the same as the name on the booking form.

The majority of visitors to the USA from Britain do not require a visa as a result of the Visa Waiver program. There are some exclusions such as British Subject passports, Eire passports and anyone with a criminal record. Should you believe any of these apply to you or any members of your party please contact the US embassy or any travel agency for guidance, especially if you do not hold a British Citizen passport. This information was correct at time of printing.

It is the responsibility of the guest to make sure that he/she has all the correct travel documents. The Owners cannot accept any liability for any of the aforementioned conditions not being met or any refusal of passage.

PERSONAL SAFETY

The owners cannot accept any liability for your personal safety during your residency of the villa. Guests are reminded to exercise care as to the personal safety of themselves and all party members. Whenever possible valuables should be left secure and out of sight.

PETS AND FIREARMS

For the comfort of our guests pets are strictly prohibited. If a pet is found to be in the villa, no matter for how short a time, then you will be charged for a thorough deep clean of the entire villa and for any damage that the pet may have done.

The owners often rent their villa to families with young children, to ensure their safety we do not allow firearms on the villa premises. Any guest found with a firearm will be deemed as having given notice of his/her cancellation of the booking at that time and asked to leave the premises, the aforementioned cancellation charges will apply.

IF WE CANCEL YOUR BOOKING

In the unlikely event of circumstances beyond our control requiring us to cancel a reservation (i.e. including Acts of God, civil disturbances, riots, flood, drought, fire and legislation), we reserve the right to cancel any reservation and will only be liable to refund monies already paid to the client. We will do everything in our power to find suitable alternative accommodation through our local agent, however we can not accept liability whatsoever in respect of any loss or damage sustained by the hirer in these circumstances.

SMOKING

Smoking is not permitted anywhere inside the villa. Smokers are welcome to smoke on the decking area only. Ashtrays are provided.

VILLA OCCUPANCY

The villa is licensed by Osceola County, Florida for a maximum occupancy of 8 persons, including children and babies. Only those persons named on the Booking Form are permitted residency of the villa for all or part of the rental period. Any persons occupying the villa overnight and not shown on the booking form will be requested to leave the premises by our local agent.

FORCE MAJEURE

The owners or their agents cannot accept, be responsible for or 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 owners or their agents cannot accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused. We strongly recommend clients take out insurance to cover this.

SWIMMING POOL

The property has a private swimming pool. The Owners do not accept any liability for any injury however caused as a result of the use of the pool. Guests are specifically requested not to allow unsupervised children to use the pool. Local laws apply.

POOL HEATING

Pool heating can be arranged at an additional charge of US\$25 (£15) per day which may be booked in advance. Please be advised that when pool heating is requested we cannot guarantee the temperature of the pool as this may be affected by a number of factors including the prevailing weather conditions.

TRAVEL AND HEALTH INSURANCE

Guests are advised to have appropriate travel/medical insurance in force for both the period of rental and their entire holiday. All matters arising with regard to loss or injury should be directed to the insurance company.

Please sign these terms and conditions to show that you have read and accepted these as conditions of your booking and then either fax to 44 (0)20 630 9027 or send with your payment to the above address.

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANKYOU FOR BOOKING WITH US.

PROBLEMS OR COMPLAINTS

In the unlikely event that you experience any problems with the property you must contact our local agent within 24 hours, who will do their best to rectify the matter as soon as possible. Should a problem remain unresolved the owners must be notified in England immediately.

Unless there is good reason, we will not consider the owner, their agents or representatives liable for any complaint that was not registered with the local agent during your stay.

We have made every effort to ensure the accuracy of descriptions concerning the property and services. However, we cannot be held responsible for any errors, omissions and changes beyond our control.

CLIMATE

Florida is a tropical state and as such insects and small creatures are inevitable and are not a cause for complaint. Their presence is no reflection on the cleanliness of the property. The home is treated regularly as part of a pest and termite control program. We advise you to keep all windows and external doors closed whenever possible; not only will this help to keep bugs from the property, but it will also enable the air conditioning unit to function more efficiently.

YOUR RESPONSIBILITIES

The party must treat the property, it's furniture, fittings, utensils and other facilities with respect at all times. Any breakages, losses or damages must be reported immediately to the local agent. The guest must make good or pay for any loss, damage or breakage. The owner reserves the right to deduct any damages or breakages from the security deposit taken by the local agent.

The property is located on a residential estate which is mostly occupied by people who are not on holiday. Please ensure that you act in a neighborly and courteous manner towards your neighbors. Whilst we wish you to enjoy your stay in our villa, we do request that noise be kept to a minimum during early mornings and late evenings particularly around the patio and pool. Excessive noise could lead to your party being excluded from the property without refund.

CHECKING IN AND OUT

Checking in is done through our local agent (details and directions will be sent with confirmation) and is any time after 4:00 p.m. local time. If you arrive earlier and the property is ready for you our local agent will allow you to take early occupancy which we do not charge for.

You must vacate the property by 11:00 a.m. local time on the day of departure.

All rentals are inclusive of electricity, water and telephone calls (local and international).

Full Name :- _____ Signature :- _____ Date :- / / _____