

Special terms and conditions for the short term rental of Villa Waterlily Orlando

Introduction

These terms and conditions are all aimed at providing you, the guest, with a problem free vacation by protecting the high standards of the accommodation offered for each and every party of guests.

1. Bookings

- 1.1 All bookings must be made by a member of the party occupying the property and must be at least 25 years of age. Only persons included on the booking form are entitled to enter the property. If persons found to be staying at the villa are not listed on the booking form or with prior written agreement from us, the owners, the whole party will be required to leave the villa instantly, without notice or compensation.
- 1.2 All bookings are subject to confirmation that the villa is available.
- 1.3 You are required to pay a non refundable deposit of \$ 360 (€ 250 or GBP 200) or 20% whichever ever is the greater to confirm a booking. This must be paid in full within 5 days after your booking, with the outstanding balance due 8 weeks prior to the arrival date.
- 1.4 All reservations will be confirmed by e-mail or in writing once payment has been received and cleared.
- 1.5 If you are booking within 8 weeks of the arrival date the total rental charge must be paid in full within 5 days after booking. This total rental charge will automatically become non refundable.
- 1.6 After receiving and clearing of the total rental charge, you will receive all the information you will require to locate and access Villa Waterlily Orlando by e-mail or in writing.
- 1.7 Minimum 1 week rental charge.
- 1.8 All final payments must be made 8 weeks prior to the arrival date submitted on your booking agreement.

2.0 Security Deposit

Each party has to pay a security deposit of \$ 360 (€ 250 or GBP 200) which is required at the time of final payment to cover any breakage, damage or loss whilst staying in the villa.

The party is responsible for any damages, breakages, missing inventory items or loss that may be caused to the villa or its contents. Please note that the party's liability in this respect is not limited to the security deposit amount.

The management company will check the villa before and after a guest rental. Any defects or damage found on arrival must be notified to the management company within 24 hours of arrival or the party may be held liable.

The security deposit is fully refundable within 28 days of the departure date after confirmation from our management company that no loss or damage has occurred. The party agrees that the first named guest submitted on the booking form remains solely responsible.

3.0 Pool

- 3.1 The pool and spa can be heated by a gas heater. Heating can be included for an additional fee, this has to be requested at the time of booking. The pool heater is set at 83 degrees water temperature (28°C) which is the highest it can be under Florida State Law and must not be tampered with. Should the outside temperature drop below 55 degrees (12°C) the pool heater may shut off and as such there are no refunds for pool heat. Refunds will only be provided if the pool heater stops working by a fault or defect of the heater itself and verified by our management company.
- 3.2 Guests using the pool and spa or its surrounding areas do so at their own risk. Pool rules as displayed must be obeyed at all times. The pool safety fence must be kept erected at all times (for the safety of children). Do not allow unsupervised children to use the pool or spa area.
- 3.3 Guests should avoid taking glassware to the pool area and use the unbreakable glasses provided outside. Should a glass become broken near the pool it is your duty to let the management company know so that the pool maintenance team can sweep the pool to avoid future accident. You will not be charged for this, safety comes first.
- 3.4 The pool is cleaned and chemically balanced every week for your safety and comfort. On rare occasions it may be necessary to adjust the chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay it will be necessary for you to be out of the pool for a period of 12-24 hours for safety reasons.

4.0 Cancellation policy

If the guest should have to cancel a reservation, he/she has to notify the owner in writing immediately. In the event of cancellation the following charges apply;

up to 8 weeks prior to the arrival date – loss of deposit (in some cases this can be transferred to another date)

less than 8 weeks prior to the arrival date - 100% rental charge.

The owner reserves the right to cancel a booking if payment is not received by the due date. A confirmation of cancellation will be sent to the first named guest on the booking form. Please ensure you have Travel Insurance to cover your losses if cancellation is due to an insured event beyond your control resulting in a financial loss.

5.0 Miscellaneous

- 5.1 In case of "force majeure" the booking may need to be terminated prior to the scheduled conclusion of your booking. This is unlikely to occur. Although if the situation arises Villa Waterlily Orlando will not be able to offer refunds. Your travel insurance may cover for these events.
- 5.2 The owner of Villa Waterlily Orlando cannot accept any responsibility for any loss or damage to your property or for death or any injury sustained by any member of your party, however caused. Your valuables and money can be safely locked in the safe provided at the villa.
- 5.3 Villa Waterlily Orlando will not warrant or accept responsibility for any misrepresentation provided by the villa owner.
- 5.4 The owner will not be liable for loss or delay occasioned by strikes, riots, political unrest, hostilities, war, terrorist activity, industrial disputes, fire, flood, technical/weather conditions, problems with transport, aircraft grounding, closure of airports.
- 5.5 In the unlikely event that due to circumstances beyond our control we need to make changes or cancel your booking we will inform you as soon as possible. We reserve the right to cancel any booking at any time and will only be held liable to refund monies already paid by you, the guest.
- 5.6 Villa Waterlily Orlando is maintained by a local management company. Villa Waterlily Orlando does not accept any responsibility for the malfunction for any electrical equipment. This includes such things as pool heating and air conditioning. If the airconditioning breaks down, freezes up or becomes damaged by setting the temperature control at a too low a temperature or by leaving doors and windows open, the party will be held responsible for the costs of repair.
- 5.7 As Florida is a tropical State, insects such as ants and the like are occasionally inevitable and are not cause for complaint. Villa Waterlily Orlando is treated periodically as part of a pest and termite control programme and is professionally cleaned. Please do not leave any foodstuff out or uncovered.
- 5.8 The owner of Villa Waterlily Orlando does not accept liability for any injury or death, damage or loss sustained by any member of your party or by any persons entering the villa during your rental period.
- 5.9 The information and prices shown on Villa Waterlily Orlando's website may have changed by the time you come to book your stay. Whilst every effort is made to ensure the accuracy of the website and prices at the time of requesting the booking.
- 5.10 For the comfort and convenience of all our guests Villa Waterlily Orlando is a complete no smoking area, however smoking is permitted on the patio area. Smoking within the villa will result in the total loss of your security deposit and if discovered before your departure your party will be required to leave without compensation.
- 5.11 Florida State Law prohibits the use of BBQ's inside the pool area. Charges and/or penalties if you do will apply. BBQ's must only be used on the lawn area outside of the pool screen.
- 5.12 Guests may gain access to Villa Waterlily Orlando after 4 pm on the day of arrival and the villa must be vacated by 10 am on the day of departure, unless otherwise arranged and agreed.
- 5.13 The owner or their management company reserve the right of entry at any time. This includes workers, such as pool maintenance, gardeners etc.
- 5.14 Cleaning will take place prior to your arrival and after your departure as you would expect. This is for the purpose of maintaining the villa to the highest standards provided. Additional cleaning service is available during your visit and can be arranged at extra cost, please enquire when you make your reservation. It is expected that all kitchen utensils will be washed and put back and the property left in an orderly state when you depart.
- 5.15 The entertainment centre in Villa Waterlily Orlando has full instructions. Guests are requested not to move any of the components or disconnect them.
- 5.16 The villa is licensed for eight persons and has only main bedding for eight. No person who is not listed on the booking form may stay at the villa without written consent.
- 5.17 In the event of any problems or need of assistance in any way our management company is available 24 hours a day to ensure that these can be dealt with efficiently without the enjoyment of your stay at the villa becoming tarnished. If there is reason for complaint then these must be forwarded to the management company within 24 hours in writing (contact details are made available at the villa) or to us via email.
- 5.18 Please note that the community of Watersong only permits family (domestic) vehicles to be parked on or outside any property.

Thank you for choosing Villa Waterlily Orlando and we wish you and your party a Great Vacation!