

Booking form for Solana Sunshine Villa

Tel: 01538 387013

Full Name:

Address:

Telephone:	Mobile:
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E-Mail:

Date of arrival:	Date of departure:	Number of nights:
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Persons occupying the villa:

<u>Title</u>	<u>Full Name</u> - Lead Guest First	<u>Age</u> (If under 21)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Pool heating required at £85/\$140 per week Yes/No £/\$.....For.....weeks

Breakfast grocery pack required (Cost £45/\$65) Yes/No £/\$.....

(Contains 1 gallon drinking water, large carton orange juice, quart milk, litre of soda, tea bags, coffee, sugar, assorted cereal pack, butter, bread, jam, bacon, 12 eggs, 2 tins baked beans, cookies, crisps.)

Amount enclosed as deposit/full payment £/\$..... Balance to pay £/\$.....

Please make cheques payable to G DENNETT. Bookings are not confirmed until a deposit of £150/\$250 per week or part week has been paid, payment in full is required if arrival date is less than 8 weeks from date of booking.

Please post cheque and booking form to: Mr & Mrs G Dennett, 38 Milltown Way, Leek, Staffs, England, ST13 5SZ. Payment by bank transfer or credit card required if arrival date is less than 8 weeks from date of booking, credit card bookings subject to 3% charge.

I Confirm that I have read, understand and accept the booking terms and conditions and I enclose my deposit as detailed herewith.

Signed..... Date.....

Booking Terms and Conditions

The signing of the booking form is your acceptance that you have read and understood all of our terms and conditions set out below. Once you have returned the booking form with your deposit of £150 (\$250) per week or per part week booked, the signatory on that form will be responsible for the rental payment in total.

We can only hold dates for 7 days without receiving a deposit. The full amount must be paid by eight weeks prior to your arrival at the villa. If the full balance is not received at this time we reserve the right to cancel your booking. In these circumstances your deposit will be forfeited.

In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £10 / \$15 to cover the bank charges and our administration costs

Arrivals and Departures

The property will be available to you from 4.00 pm on the day of your arrival. It must be vacated by 10.00 am on the day of your departure, unless otherwise agreed with us or our management company.

The Guest is responsible for the safe return of the key for the property. If the key is not returned or is lost, the cost of changing the lock will be deducted from the security deposit

Cancellations

In the unlikely event that circumstances beyond the owners control necessitate the cancellation of the rental agreement, the owner reserves the right to cancel any bookings at any time and we will only be liable to refund monies already paid by the guest.

If you do need to cancel your booking, this must be done in writing.

Cancellations prior to eight weeks before arrival would involve the loss of your booking deposit. Between eight weeks and four weeks before arrival, you would forfeit 50% of the total rental amount. Under four weeks you would forfeit the total rental amount. Cancellations for reasons beyond your control should be covered by your travel insurance. Any recovery of your losses should be taken up with your travel insurance company.

Security Deposit Refundable Bond

We also require a refundable security bond of £200 (\$350) in case of breakage, loss or damage to the villa or pool during your stay. This will be refunded within thirty days of the end of your stay subject to the conditions below being met:

- Take good care of the property and leave it in a clean and tidy condition
- To report any damage or loss immediately to our Management Company
- To make good minor breakages
- To permit the owner's agent reasonable access to the property to carry out any maintenance that may be necessary
- Any stains to the carpets, bedding or furniture must be cleaned and removed.

Failure to comply could result in deduction of bond. We reserve the right to pursue the guest for any damage or loss in excess of this sum.

The bond is due as a separate payment with your final balance.

Services

No liability is accepted by the owner for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by the owner.

Villa Occupancy

The lead guest must be aged 21 years and above and certify that he or she is authorised to agree to the booking terms and conditions on behalf of all persons whose names appear on the booking form. He or she must sign the agreement on behalf of themselves and the guests, and must agree to all the terms and conditions of this booking form. Any unauthorised occupancy by people not listed will be subject to loss of bond and immediate termination of the rental agreement.

Liability

The owners do not accept any liability or responsibility for lost or damaged property, injuries, accidents or theft arising from your occupancy in the villa. The guests are responsible for taking out adequate insurance to cover all risks. This waiver also applies to any person visiting the property as guests of the guests.

The owners do not accept any liability for injury, damage or loss caused, or for any claim made by a third party as a result of actions by the guests and other persons occupying the property during the period of the let. Children should be supervised at all times.

Pool

Guests may use the swimming pool & spa at their own risk. They should always observe the safety rules listed in the Information and safety Book held in the home and observe the pool safety notice displayed in the pool area.

Pool heating will be switched on during the day of arrival if ordered, and may take some time to heat the pool to optimum temperature. Having ordered pool heating, the owner is not responsible for the weather and, if it is warmer than expected, pool heating still has to be paid for. The solar blanket should be used when the pool is not in use (especially at night) or the heater will not function correctly.

The pool heater is a mechanical device, as with any mechanical device it can be subject to electrical / mechanical failure. If such an occurrence was to happen, every effort will be made to repair the heater. If the guest has paid for pool heat, then we shall refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for.

The pool is cleaned and chemically balanced on a weekly basis for your safety and comfort, however on rare occasions it may be necessary to apply extra chemical to the pool in order to maintain safe and correct chemical levels. Should this occur during your stay, we regret that it will be necessary for you to remain out of the pool for a period of 12-24 hours for safety reasons.

Use of equipment

Every measure is taken to ensure that all furniture and equipment in the villa is in good order. The owners and their agents cannot be held liable for any accident or injury caused by inadequate supervision, unsafe assembly or improper use by the guests of our furniture and equipment.

Climate

Florida has a tropical climate which is ideal for both humans and pests. These are not an unusual occurrence and, for this reason, our home has a monthly pest control program. To help eliminate these uninvited guests we recommend that all windows and doors remain shut at all times and that all food is stored in the refrigerator provided. If you become aware of a pest problem inside the home, sprays such as Raid can be purchased locally. If the problem is more widespread, you must inform our management company immediately so that appropriate treatment can be initiated.

Strikes - Adverse Weather Conditions - War - Civil and Military Disorder - Fire - Technical problems with transport - Closure of airports - Any other event beyond the owners control

All of the above constitute a 'force majeure' and as such are not the responsibility of the villa owners. Any delay or additional expense borne by the guests and caused by such conditions will not be reimbursed, nor will any services lost thereby be recoverable.

Complaints

We sincerely hope that you do not have any! ...But in the unlikely event that you wish to register a complaint during your holiday, please contact the property management company immediately and follow this up with a letter. Give a copy to them and send us a copy on your return. Unfortunately we are not always able to control the components of your rented accommodation and it is possible that an advertised facility may be withdrawn or changed due to circumstances beyond our control and for which we cannot accept liability.

Solana Resort

In accordance with the Solana Resort Homeowners Association rules, no truck or van, boat, trailer, recreational vehicle, commercial vehicle or other types of non passenger vehicles, equipment, implements or accessories shall be parked, stored or otherwise kept on any portion of the property or elsewhere on Solana Resort. The connection of the villa's utility supplies to any external vehicle / appliance is strictly prohibited.

No Smoking or Pets

We have a strict **NO SMOKING AND NO PETS** policy inside the house. If the management company find any evidence of smoking or pets inside the house during your stay, this will be regarded as a serious breach of contract and you will be evicted immediately. All monies paid will be forfeited and you will be liable for a deep clean fee - this will include but is not limited to, professional cleaning of all soft furnishings, linens, carpets etc as well as a "clean air" fee to replace all air conditioning filters and de-odorising costs.

WE STRONGLY ADVISE ALL OUR GUESTS TO TAKE OUT TRAVEL INSURANCE FOR YOUR WHOLE PARTY, WHICH INCLUDES CANCELLATION CHARGES COVER (UK GUESTS ARE ALSO ADVISED TO TAKE OUT A POLICY WHICH INCLUDES MEDICAL COVER) AS SOON AS YOU HAVE BOOKED ANY PART OF YOUR HOLIDAY OR VACATION. IF YOU CHOOSE NOT TO DO THIS, YOU NEED TO BE AWARE THAT YOU WILL BE PERSONALLY RESPONSIBLE FOR PAYMENT OF ANY CANCELLATION CHARGES WHICH MAY BECOME DUE.