



Dreamcatcher - Terms and Conditions

dreamcatcher.florida@outworld.com

Bookings

An initial reservation may be made by telephone or email and will be held for 7 days. The completed booking form, a copy of these Terms and Conditions (signed), a deposit of £200 or full payment is confirmation of booking. The party leader confirms the acceptance of the terms and conditions set out and shall be binding on the person(s) booking and intending to occupy the premises. Any alterations to confirmed bookings may incur an administrative fee of £20 (\$25). All alterations must be in writing or email.

Deposit & Security Deposit

Upon receipt of the completed booking form you will receive an invoice indicating payment details. On arrival, an additional refundable security/damages deposit in the amount of \$300 will be required. This will be held as a guarantee against possible costs which may be incurred due to accidental damages during your stay.

Payment & Balance

The balance of amount due is to be paid no later than 8 weeks prior to the date of arrival. When any booking is made within 8 weeks of your arrival date, payment in full is required. We reserve the right to cancel the booking if payments are not received by the due date.

Cancellation

Cancellation of your booking may be made at any time after it has been confirmed. All cancellations must be made in writing or by email. Verbal cancellations will not be accepted. The following charges will apply:

- *More than 8 weeks before arrival - Loss of deposit*
- *4-8 weeks before arrival - 50% loss of total cost*
- *Less than 4 weeks before arrival - 100% loss of total cost.*

Due to any circumstances beyond our control by which it may be necessary for us to cancel your booking, you will be fully reimbursed of all monies without interest or compensation. In the event of such exceptional circumstances, it is our policy to seek out alternative villa accommodation with other property owners in the area.

Arrival & Departure

Arrival into the villa commences at 4.00pm. Departure time is strictly no later than 11.00am. If you require to stay past the departure time, you will need to contact the management company in advance of the departure date. In some cases we are unable to accommodate due to new arrivals on the same day.

Occupancy

Florida State Law prohibits subletting, sharing, or assigning. Only the named persons on the booking form are permitted to stay in the villa.

Taxes

Florida State Law states that all short term leasing homes incur both sales tax and Tourist Tax.

Insurance

Guests are recommended to take out adequate vacation/holiday insurance. Please consult your insurance company or broker.

General

Utilities - All rentals are inclusive of power, water and local phone calls.

Cleaning - If you require additional housekeeping during your stay, there is a charge of \$40.

Smoking - Please note that our home has a No Smoking policy. Smoking outside in the patio is permitted.

Pets - Well behaved pets are welcome at Dreamcatcher. They will incur an increase to the security deposit. An additional cost of carpet cleaning may be incurred. Please ensure that your pets are properly insured as they will not be covered on the household insurance we have in place.

Barbeques - All barbeque cooking must be done outside the pool screen. This is State Law.

Pool Heating - There is an additional charge of \$25 per day plus tax for pool heat. You can request this at the time of booking. Please note that pool heat is dependant on atmospheric temperature and we can not guarantee the temperature of the pool. To heat in excess of 10'000 gallons takes time so do not expect the temperature to rise immediately. It can take 3 days. If requested at the time of booking the wait time can be avoided.

Telephone - A telephone is available at the villa. Local calls are free. We highly recommend phone cards, which can be purchased at local supermarkets. Long distance and International calls can then be made from the villa.

Inventory - Villa furnishings should not be removed from the home. This includes towels and linen etc. It also includes DVDs and Playstations games - the latter do not work on UK systems

Climate - Florida is a sub tropical climate. Although we have pest preventative measures in place, insects & other small creatures sometimes find their way into the villa.

Liability

We, and our Managements Company, do not accept any liability whatsoever for the death, personal injury, accidents. Loss or damage to persons or personal effects however caused as a result of the pool, spa, villa or the villas grounds. It is your responsibility to ensure that children are always supervised at all times.

Force Majeure

We, and our Management Company, can not accept responsibility, or be held responsible, or liable in respect of damage or changes caused by force majeure, e.g. strikes, floods, closure of ports or airports, weather conditions or events beyond our control.

Complaints or Dissatisfaction

In the very unlikely event of a complaint during your stay, please contact the Management Company. If there is anything you are unsure about or have any concerns do not hesitate but to call the Management Company who will endeavour to resolve the matter.

Party Lead signature X.....

Date.....

