

Osprey House Orlando

Terms and Conditions Booklet

Booking

A booking will only be confirmed after the deposit has been received and a booking form completed. Once returned, the party leader confirms acceptance of the Terms and Conditions, and this is binding on behalf of all guests in the party- only those named on the booking form may stay at the villa (maximum of 10). No pets are allowed.

Arrival and Departure

Arrival should be after 4pm local time. Departure time is 10am- later departure times may be allowed by special arrangement only.

Cancellation

If it becomes necessary to cancel a booking before the start of the holiday, then the following charges will apply:

More than 16 weeks - £200 per week
Between 12-16 weeks - 50% of rental cost
Less than 12 weeks – 100% of rental cost

We recommend that guests obtain holiday insurance cover on confirmation of booking.

Smoking

The villa and pool areas are all Non-smoking

Pool

The pool is used at the guests own risk. The owners do not accept liability fo any injury, however caused, during the use of the pool and its surrounding areas. No dining is allowed.

Guests are forbidden to allow children to use the pool without supervision. The pool is fitted wit a child safety fence for their protection.

We also ask that outer doors are kept closed when the air conditioning is in use to avoid an expensive breakdown of the system.

Glasses and crockery must not be used on the pool deck- plastic items are supplied for this.

Security Deposit

The security deposit of £250 will be returned within two weeks of you vacating the villa provided that:

- The villa is left clean and tidy and checkout procedures have been followed as set out in the guest information booklet
- The villa is vacated at the agreed time
- Keys are left in the lock box

- There is no damage to the villa or its contents

Florida is a sub-tropical climate and care must be taken with food that is left uncovered, and with garbage disposal. If extra pest-control measures are needed because of lack of care we may deduct some of the security deposit.

Liability

The owners and the Management Company accept no responsibility or liability for any loss or damage, or changes to the terms of the booking caused by events outside the owners control, including war, civil unrest, flight delays or cancellations, technical difficulties with transport, alteration or cancellation by carriers, adverse weather, fire, flood, industrial dispute or any other event beyond our control.

We are not liable or responsible for:

- Any electrical or mechanical failure to any machine e.g pool equipment, air conditioning equipment, domestic appliances, water heater.
- Personal injury or accidents to guests or their visitors at the property however caused.
- Loss of damage to possessions effects brought onto to property, including motor vehicles.
- Medical expenses
- Illness, hospitalisation or death

It is the responsibility of the guests to exercise a duty of care at all times.

The owners are not responsible for any claims that may be brought against them by any persons booking the villa, or any damage to such person or persons or their property due to circumstances beyond the owners control. The owners shall not be responsible for the failure of any services in the villa due to circumstances beyond their control. The owners agree to assist guests in the event of a problem but cannot be held liable for actions or omissions of other parties or persons beyond their control.

The owners and their agents reserve the right of entry to the property at any time (including pool maintenance, gardeners and related traders). If entry to the villa is required, we will do our best to arrange this at a convenient time for the guests