

Booking Terms & Conditions.

The terms and conditions for booking our villa are listed below. Please keep a copy of this sheet for your reference.

Bookings

- The signing of the booking form by the party leader confirms acceptance of the terms and conditions set out and shall be binding on the persons listed on the booking form intending to occupy the premises (or any subsequent amendments to this list).
- No all-male parties or parties of guests who are under the age of 21 will be accepted.
- No pets allowed. The reservation will be terminated if pets are found without any refund. Full security deposit will also be retained for extra cleaning services.
- No Smoking Policy. For the comfort of guests, smoking is not allowed inside the villa at any time. Smoking is only allowed on the pool deck or outside the home. Please use the ashtrays provided. In the event that smoking has occurred in the home during your stay, there will be an automatic minimum charge of \$175.00.
- To ensure comfort, security and peace of mind, all our homes are registered with the state authorities for short-term rental and are in full compliance with all relevant legislation.
- State laws and local bylaws must be adhered to – nude or topless sunbathing is strictly prohibited.
- Noise: Please bear in mind that the villa is situated in a community which consists of both residential and short-term vacation homes. We therefore request out of respect for your neighbors no loud noise between the hours of 10:00pm and 8:00am.

Rental Period

- The rental period generally consists of a Saturday to Saturday booking, however other periods are available.
- Stays of 5 nights or less will incur a cleaning fee determined accordingly.
- The villa is available for occupation from 4.00pm local time on the day of arrival and is to be vacated by 10 am on the morning of departure.
- Vacating after 10 am may incur a charge equivalent to one day's accommodation cost unless previously agreed upon with ourselves.

Payment

- Together with your completed booking form, a non-refundable deposit of \$150.00 USD is due within 7 days of your provisional booking. Upon receipt of your deposit, we will send you confirmation of your booking. If travel is to occur within 8 weeks of booking date, the entire balance is due at time of provisional booking.
- Payment of the balance is due 8 weeks prior to your arrival date, or as mutually agreed on the specific booking form. Upon receipt, we will send out directions and lock box number to the villa.
- Please note that there will be a convenience processing fee on all credit card payments.

Security Deposit

- The client is solely responsible for any damage or breakages that may be caused to the property or its contents during your stay. While we do not worry about the occasional cup or plate breaking, we do ask that you let the management company know so that they can organize replacements for the next guests. This is standard villa rental procedure.
- We require a refundable security deposit to be paid at the time of your final balance (\$250 USD). This deposit will be repaid by check or credit card (if applicable) by the owner after 10 days of departure date or as soon as the management company has reported no damage and the keys returned. *The purchase of a damage protection plan may allow us to waive the security deposit, to be determined on a case-by-case basis.*
- The management company inspects the home prior to your arrival and after your departure and will advise us of any faults. This may include additional cleaning costs due to spillages or stains.
- We reserve the right to retain the security deposit (either in part or full) to cover damage, excessive

utilities bills (supporting bills will be available if this occurs) or non- return of keys. Receipts for repairs / replacements will be provided in the unlikely event that such retention of the security deposit is required.

- We reserve the right to pursue a guest for recompense for any and all damages caused which may exceed the value of the security deposit and require payment within 14 days of being served notice of this.
- Florida has a sub-tropical climate and care must be taken with food that is left uncovered. Uncovered food can attract insects very quickly. Any added cost for pest control services incurred through lack of care may be passed to you.

Security Protection Plan

- The Security Deposit Protection plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$3,000. Any damages that exceed \$3,000 will be charged to the credit card on file. If, during your stay at one of our Rental Properties, an Insured Person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$3,000]. Certain terms and conditions apply. Full details of the Security Deposit Protection coverage are contained in the Certificate of Insurance or Insurance Policy (www.vacationrentalinsurance.com/10sdi). The Security Deposit Protection can be purchased up to and including at check-in. **By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Dream Villa Management any amount payable under the terms and conditions of the Security Deposit Protection. Please contact Dream Villa Management directly if you do not wish to participate in this plan or assignment.**

Cancellation by Guests

In the event that your party needs to cancel, the following conditions will apply.

- 8 weeks or more prior to departure: loss of the non-refundable booking deposit.
- 4 - 8 weeks prior to departure: 50% of the total charge to offset the discount that we will need to re-book the property at short notice.
- Any cancellation within the final 4 weeks will, regrettably, result in the loss of the whole booking fee (not including the security deposit).
- Failure to pay the final balance by the due date (8 weeks prior to arrival or as otherwise agreed on the specific booking form) may result in loss of the booking and deposit. If we do not receive the payment, we will endeavor to contact the guest, but if we receive no payment or communication, then we reserve the right to cancel the booking and retain the deposit.
- If you do have a problem whilst in the villa, PLEASE contact our management company as soon as possible to discuss the matter.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance coverage at the time of booking.
- Amendments to any reservation may incur an administration fee of \$50.

Cancellation by the Villa Owner or the Management Company: In the unlikely event that circumstances necessitate cancellation of the booking, we will refund any monies paid by the party (without interest, compensation or consequential loss of any kind). However the management company will always seek to relocate your booking to a villa of a similar or superior standard.

Force Majeure: The owners and their agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond the owners' control including, but not restricted to: strikes, riots, political unrest, civil commotion, hostilities, war or threat of war, terrorist activity, industrial disputes, fire, flood, hurricanes or other adverse weather conditions, flight delays or cancellations, technical difficulties with transportation, airport grounding, closure of airports or ports, or any other event

beyond our control. We strongly recommend that guests take out insurances for these eventualities.

Safety & Security

- To comply with state fire regulations, under no circumstances may persons other than those identified on the booking form occupy the property. **NO OVER-OCCUPANCY ALLOWED.**
- Guests must insure that children are supervised at all times. All children under the age of 18 years are not to be left in the rental accommodation unsupervised during the rental period.
- All swimming pools/spas are used entirely at the guests' own risk.
- No diving is allowed, and children must be supervised at all times whilst in the pool area.
- Glass is not permitted in the pool area at any time. Please use the plastic items provided.

Pool Heating, Air Conditioning, Hot Water

- **Pool heaters:** Once switched on (if requested and paid for) will take 24 hours to heat up; guests are advised that pool covers need to be replaced over the pool overnight or for periods when the pool is not in use; failure to cover the pool will affect the performance of the heating system. The pool heater employs an automatic shut off system should the temperature drop below 55 degrees; it will not turn back on until the temperature rises above 55 degrees. Guests are advised not to attempt to tamper with or adjust the pool valves, pump timers or heater controls. Should the owner's agent discover these have been adjusted, the cost of any increased running costs or maintenance/repair costs will be charged against the security deposit.
- **Air Conditioning:** Guests are requested not to lower the preset temperature, as settings below 74F could result in the unit freezing, leaving the guest liable for an \$85.00 call-out charge for repair. Whilst at the villa, guests are advised to keep all external doors closed. Leaving front doors, patio doors or windows open could cause the air conditioning to overwork; the resultant excess utility costs would be charged against the security deposit.
- **Hot Water:** The temperature of the water is governed by the State of Florida. Please do not attempt to adjust the boiler or interfere with this in any way or charges will apply. If there is a problem with the water, please report it to the management company immediately.

Information Book

An Information Book is provided for guests and is packed with useful information. This Information Book must not be taken from the home. Removal will incur a penalty of \$75 from the security deposit.

Keys

The key must be left in the lockbox at all times. If the key is lost or misplaced, there will be a minimum charge of \$150.

House Alarm

The alarm system must be set when departing the property. Ensure all doors and windows are completely closed before vacating the property. If this alarm is not set correctly and the alarm sounds, the authorities may be called out. In this event, the Sheriff's department charges for a call-out. This will result in a charge to the guest at a minimum rate of \$100.

The Property

Please leave the villa in the condition that you find it. Please remember that everything in the villa has been provided to help make your stay more enjoyable. Please do not take any item, no matter how small, as not only does this detract from the property for the next guests, it is also theft and will be treated as such.

Trash

Trash days and instructions will be provided in your welcome packet. Please follow the guidelines provided on trash collection. Excessive trash or trash not put out for collection during your stay may incur additional charges after your departure.

Complaints

In the unlikely event of a problem arising whilst you are on holiday (relating to our villa), you should immediately contact the management company who will seek to resolve the matter speedily. If the problem has not been reported to the management company within 5 days of the problem arising, then we cannot accept any responsibility.

Disclaimer

- LIABILITY – The property is privately owned and neither the owners nor the management company accept any responsibility whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects as a result of the use of the home, including the pool and spa, however caused.
- The owners and their agents reserve the right of entry at any time (this includes such workers as pool maintenance, gardeners, etc.).
- Website/Written description: whilst all information supplied on our website/communications or other advertising media is deemed to be correct to the best of our knowledge, it is understood that the information supplied is for guidance purposes only and does not form any part of a contract.

Failure to comply with any of these terms will, at the sole discretion of the management company, result in the eviction of the guest from the property without any compensation or refund.

Law

This contract is subject to and shall be governed in accordance by the laws of the State of Florida

Please sign and print below and initial the bottom of each page as confirmation of the details provided by the guests and acceptance of the terms and conditions,

By signing below I confirm I have read, understood and accept, and agree to be bound by these booking terms and conditions.

Lead guest Printed name: _____

Date: _____

Lead guest Signature: _____

Date: _____