



Terms and conditions

We strongly recommend that you take out holiday insurance to cover all circumstances

1. General

- All bookings and rentals are subject to these terms and conditions.
- All prices are stated in EUR, GBP and USD and are available on the web site.

2. Booking & Deposit

- Your booking will be confirmed in writing after the booking form and deposit have been received, at which time the booking becomes firm.
- Signing of the booking form by the party leader confirms acceptance and understanding of these terms and conditions on behalf of all persons intending to occupy the villa.
- The agreed deposit must be sent at the same time as the booking form.
- The full rental price is due 10 weeks prior to the date of beginning of the rent. No reminder will be sent.
- If a booking is made less than 8 weeks before departure then the deposit and the full price of the rental will be due as soon as the booking is confirmed.
- Upon receipt of the full payment, the party leader will be advised of the property address, name and telephone contact of the management company and instructions for accessing the property.
- Every time a payment will be made (deposit or payment of the rent), a receipt will be sent by email.

3. Security Deposit

- You will be responsible for the safety and security of the accommodation, its contents and fixtures and fittings for the duration of your rental (This does not extend to normal wear and tear or to any loss caused that is out of your control)
- A security deposit is required to cover any breakages or damage to the premises or contents. This deposit will also cover any cleaning charges, other than those normally incurred during occupancy, for carpets, upholstery, etc.
- Your liability for loss or damage caused is not restricted to the deposit paid, and we reserve the right to take action for the recovery of any additional losses sustained in excess of the deposit paid.
- All breakage or other loss incurred during the rental period must be reported to the management company within 24 hours of such breakage or loss.
- The deposit will be returned to the party leader within 30 days of vacating the villa, subject to satisfactory inspection by the managing agency.

4. Cancellation

- Any cancellations must be made in writing and will be subject to the following charges:
 - More than 10 weeks before departure : Loss of deposit only
 - Between 10 and 5 weeks before departure : Loss of the deposit and 50% of total cost
 - Less than 5 weeks before departure : Loss of the deposit and 100% of total cost
- In the unlikely event that circumstances beyond the property owners control, necessitate cancellation of the booking, we will refund any monies paid by the party leader (without interest, compensation or consequential loss of any kind).

5. Liability

- During your stay the owners or owners' agents accept no responsibility for any injury or accident to persons, or loss or damage to personal possessions in relation with the occupation of the house and its premises.

- We would strongly advise that appropriate travel and cancellation insurance is taken out for all members of the party travelling.
- Force Majeure - The owners or owner's agent cannot accept, be responsible for or be liable in respect of loss, damage or changes caused by force majeure (e.g. strikes, floods, closure of airports, weather conditions or other events beyond our control). In the unlikely event of a complaint during your stay, please contact the Management Company.
- No liability is accepted by us 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 services, nor any actions taken in the vicinity of the property by any authority over which we have no control.

6. Accommodation & Safety

- The accommodation provided is only for the persons named by the party leader on the booking form. Subletting, sharing or assigning is prohibited.
- Persons under the age of 18 MUST be accompanied by an adult.
- The property must not be left insecure at any time while you are away from the property, including garage doors.
- No person is to be allowed access to the property without first identifying the credentials of the person and viewing identification documents.
- The property will be available after 4pm Florida time on the arrival date unless otherwise agreed.
- The property must be vacated by 11am Florida time on the date of departure.

7. Swimming Pool

- Anyone using the swimming pool does so at their own risk. We cannot be held responsible for any loss or injury resulting from the use of the swimming pool.
- Children must not be allowed access to the swimming pool area without responsible adult supervision.
- Diving is strictly prohibited.
- Glassware and other breakable kitchen items are not permitted in the pool area.
- The pool heater is a mechanical device, as with any mechanical device it can be subject to electrical/mechanical failure. In such circumstances every effort will be made to repair the heater. If you have paid for pool heat, then we will refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for.
- The swimming pool is cared for by trained personnel and it is vital that the correct chemical balance is maintained. To avoid upsetting this balance or causing damage to the filtration and heating systems, you must not introduce any chemical or soap product into the water. On rare occasions it may be necessary to apply extra 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.

8. Complaints

- In the unlikely event of a complaint during your stay please contact the Management Company immediately so that remedial action may be taken.

9. Smoking & Animals

- For the comfort and safety of clients and guests smoking is not permitted within the villa. Smokers may do so outside of the house. There will be an additional cleaning charge if the client and/or guest choose to ignore this condition of booking.
- Animals and pets are not allowed within the villa.

This contract is governed by and shall be interpreted in accordance with Luxembourg law