

Florida Villa Oasis - Terms & Conditions

1. **BOOKING:** We regret that we cannot guarantee to secure any dates until a deposit & booking form is received.
2. **DEPOSIT:** £100.00 PER WEEK. This is non refundable in the event of a cancellation.
3. **BALANCE:** The balance to be paid 8 weeks prior to departure.
4. **CHANGES TO BOOKINGS:** Wherever possible, changes to the booking made will be accommodated although there will be a charge of £20.00 per change. Any amendments by yourselves must be made in writing.
5. **SECURITY BOND:** We require £200.00 at the time the balance is due, against loss or damage occurred during your stay at the property. The bond will be refundable after a satisfactory report from our management company within 14 days. In the event of any damage that is caused by yourselves in excess of £200.00, we will look to you for full reimbursement of the outstanding amount within 14 days.
6. **CANCELLATION:** In the event of a cancellation the following conditions apply:
 - More than 60 days notice - Deposit only
 - 30-60 days notice - 50% of rental
 - Less than 30 days notice - 100% of rental
 - All cancellations must be notified in writing.
7. **INSURANCE:** We advise that you take out appropriate travel/holiday insurance for the duration of your holiday.
8. **FORCE MAJEURE:** The owners or management do not accept any responsibility or liability occasioned by strikes, riots, political unrest, hostilities, war or threat of war, terrorist activity, industrial disputes, fire, flood, technical weather problems to transport, aircraft grounding, closure of airports or ports, weather conditions, or any other event beyond our control.
9. **LIABILITY & SWIMMING POOL:** During your stay, the owners, or owners agents do not accept any liability what so ever for death, personal injury, accidents, loss or damage to persons or personal effects however caused. The property has a swimming pool, & the owners or management do not accept responsibility in the event of injury or death caused as a result of the use of the pool. Children must be supervised at all times. Caution must be taken around wet areas.
10. **POOL HEAT:** The pool can be heated for an additional cost as indicated on the booking form. We recommend that you take this option if you wish to use the pool during the cooler months of October-April. Electric pool heaters are expensive to operate. The pump turns on whenever the pool filter is on for approximately 7 to 9 hours a day. The desired water temperature is set at 85°F. However, if the air temperature drops below 50°F, the pump will not be able to operate as they rely on sucking warm air in as part of its operation. Although the pump will still be operating, it will not be able to heat the water. Unfortunately, the operating cost remains the same & no refund can be made. In saying that, the normal average temperature does not drop below 50°F.
11. **ACCOMMODATION:** Only the numbers of persons named on the booking form are allowed to stay at the property. The signatory must be a member of the party occupying the property & must be 21 years of age or older. We reserve the right to refuse admittance if this condition is not observed. If at any time we have to change your accommodation before departure due to reasons beyond our control, you will be notified in writing. No compensation will be paid in the event that we have to change your accommodation or in the event you decide to cancel your booking because you are not satisfied. Please bear in mind, that your villa will be situated on a development, which consist of both residential & vacation homes. The owners or owners agents cannot be held responsible for any on going construction, alterations to existing houses or any noise or nuisance as a result thereof on or around the housing development. Please note Highgate Park is a finished development.
12. **PARKING AND VEHICLES:** No cars are to be left on the roadside; this is against Highgate Park rules. Cars left on the kerbside are liable to be clamped or towed away. There is room for 2 cars on the drive. No cars are to be parked on the lawn areas. Commercial vehicles, campers, mobile homes, recreational vehicles, trailer homes, boats are not permitted to be parked or stored on the property or anywhere else on Highgate Park. No vehicles may be attached to the utilities of the villa. This is governed and enforced by the Homeowners Association of Highgate Park.
13. **ARRIVAL / DEPARTURE:** The property is available after 4pm on the day of arrival & must be vacated by 10am on the day of departure.

14. COMPLAINTS: In the event of any complaints during your stay, please contact our IPG management company in charge of the villa. Their number can be found in the welcome book.

15. ALL HOLIDAY CLIENTS: Every effort will be made upon your arrival to be contacted by a member of our management company who will be there to assist you on familiarisation of the villa & any other information you require.