

Booking Terms and Conditions

Please complete and sign booking form and return with deposit check to:
Ed and Gill Danvers, 29 Barbel Crescent, Worcester WR5 3QU, United Kingdom
Telephone : +44 (0) 1905 357 339

RESERVATION DEPOSIT: £200GBP (\$350US) must be paid when booking the villa. All bookings will be confirmed in writing as soon as reasonably possible after our receipt of the signed booking form and deposit.

BALANCE: The full balance is payable no later than 10 weeks prior to the date of departure.

SECURITY DEPOSIT: A refundable security deposit is charged and £200GBP (\$350 US) will be requested and banked along with your balance, to be refunded within 28 days of returning home. This will be advised verbally at time of booking. In the event of any loss / damage to the property reported by the Management Company, and having to be repaired or reinstated, the cost will be deducted from the security deposit.

CHECK IN/OUT: Check in time is 4.00pm or later on first day. Check out by 10.00am on day of departure. Any changes to these times will be made only by permission of the property owners or the management company. Every effort will be made to accommodate any requests to amend these times but it may not be possible due to incoming guests and cleaning services.

CANCELLATION CHARGES: We must be notified in writing as soon as possible in the event of cancellation. Should you cancel your booking the following conditions will apply:

- More than two calendar months before departure, deposit forfeited
- Between one and two calendar months before departure, 50% of total cost forfeited
- Less than one calendar month before departure, 100% of total cost forfeited

We reserve the right to cancel your booking if the balance is not paid by the due date.

POOL / SPA HEATING: If required this may be requested at the time of booking and paid for within the final balance. In the event that pool / spa heating is requested and paid for, we would point out that the temperature can vary due to a number of factors, the main one being the prevailing weather conditions. The winter months are November through to March, and pool / spa heating is generally only required during this period.

LIABILITY: During your stay Ed and Gill Danvers (owners of Florida Star villa, 2033 Morningstar Drive, Glenbrook Resort, Clermont, Lake County, FL), our representatives or agents, do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to personal effects, however caused. We do not accept any responsibility or liability for any equipment failure and/or services in the home regardless of how it may have occurred. However in the event of a problem the client should contact our local management company who will endeavour to do everything possible to rectify a problem.

CHILDREN SHOULD BE UNDER ADULT SUPERVISION AT ALL TIMES IN THE POOL AND SPA AREA. DIVING IS NOT ALLOWED IN THE POOL.

FORCE MAJEURE: Ed and Gill Danvers, our representatives or agents, 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).

PASSPORTS, DOCUMENTS & INSURANCE: Passports, visa, health certificates and travel documents are the responsibility of the party leader. We accept no responsibility for any delay or expense incurred arising from any irregularity with such documents. It is advisable that travel and health insurance is taken out for all party members.

OCCUPANCY: The maximum number of persons allowed to occupy the villa at any given time is 14. Anyone found in breach of this condition will have their booking terminated and be asked to leave the villa, without compensation or reimbursement of any monies paid.

KEYS: A charge of £GBP25 / \$US45 will be deducted from the security deposit for loss or non return of keys.

CONTRACT: The contract is governed by and interpreted in accordance with English law and the parties hereby submit to the exclusive jurisdiction of English courts.

SMOKING POLICY: We would kindly request that you refrain from smoking within the villa. Smoking is permitted in the outside Pool & Spa areas. Please use the ashtrays provided.

PETS: No pets allowed (except guide dogs).

COMPLAINTS: In the unlikely event of a complaint during your stay please contact the management company named in your villa information details immediately. If they are unable to resolve the matter please notify us in writing within 30 days of your return. We cannot accept any liability in respect of complaints received after that date.

Thank you for choosing Florida Star. Florida Star villa is owned by Ed & Gill Danvers.