




## WATERSONG BOOKING FORM

### PARTY LEADER DETAILS

|                 |  |                  |  |
|-----------------|--|------------------|--|
| Surname:        |  | First Name:      |  |
| Address:        |  |                  |  |
|                 |  |                  |  |
| Town / City:    |  |                  |  |
| County / State: |  | Post / Zip Code: |  |

|   |         |
|---|---------|
|  | Home:   |
|  | Mobile: |
|  | E-Mail: |

### DETAILS OF OTHER PARTY MEMBERS

| Title | First name | Surname | Age (if under 21) |
|-------|------------|---------|-------------------|
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |
|       |            |         |                   |

Telephone bookings will be held for up to 7 days pending receipt of deposit with completed booking form.

|                                |  |
|--------------------------------|--|
| How did you find out about us? |  |
|--------------------------------|--|

Accommodation dates required:

### ACCOMMODATION DATES REQUIRED

|                         |  |                         |  |                         |  |
|-------------------------|--|-------------------------|--|-------------------------|--|
| Arrive:<br>(dd/mm/yyyy) |  | Depart:<br>(dd/mm/yyyy) |  | Total No. of<br>nights: |  |
|-------------------------|--|-------------------------|--|-------------------------|--|

### PAYMENT DETAILS

|   |    |
|---|----|
| Rental Total  | £  |
| Pool and / or Spa heating @ £120 per week (if required)   | £  |
| Less £100 per week NON-REFUNDABLE deposit (to confirm booking)  | -£ |
| <b>Total Balance</b> (to be paid 12 weeks prior to arrival date)<br>(Please include a separate cheque for £200 to cover the security deposit when paying the final balance) | £  |
| Please make cheques payable to NJJ and Mrs SM Wood  |    |

I have read and accept the terms and conditions (stated overleaf) of the booking

|        |  |      |  |
|--------|--|------|--|
| Signed |  | Date |  |
|--------|--|------|--|

(Party Leader)

## WATERSONG Terms and Conditions of Booking

### General

- The signing of the Booking Form or receipt of cheque for deposit by the party leader confirms the acceptance of the terms and conditions set out and shall be binding on the person(s) booking and intending to occupy the premises (or any subsequent amendments to this list).
- No parties of guests who are all under the age of 21 will be accepted.
- No pets accepted.
- For the comfort of guests our home is strictly non-smoking, including outside on the patio area.
- To ensure comfort, security and peace of mind, our home is registered with the State Authorities and is in full compliance with all relevant legislation.
- Stays of 5 nights or less will incur an additional cleaning fee of £90 Sterling/\$180 USD
- The villa is available for occupation from 1600 hours, local time.
- Departure time is 10.00 am unless otherwise agreed with our Management Company or ourselves. Vacating after 10.00 am may incur a charge equivalent to one day's accommodation.
- There are fire alarms situated around the entire villa. Any tampering of these alarms will result in a deduction of £30 Sterling/\$60 USD from your security bond.
- The telephone is free to use on all local, national and most international calls made to landlines only. The offer excludes all calls made to mobile/cell phones, and calls to premium rate numbers. Please contact us if you intend to call any other country other than the UK or Canada and we will be able to confirm if this is covered under our package. Any calls that do incur a charge will be deducted from the security deposit. We are provided with an itemised bill that shows dates and times of all calls.
- Wireless Internet access is provided free of charge.
- All bed linen and towels excluding beach towels are provided for your needs.

### Payment details

- A non-refundable deposit of £100 Sterling/\$200 USD per week is due within 7 days of your initial reservation, to be sent with the completed Booking Form.
- On receipt of your deposit, either by cheque or electronically, we will wait for clearance then send out a written confirmation of booking.
- We understand that very often departure flights are late in the day and that guests would prefer to check out later than 10.00 am. In these circumstances a nominal fee will be charged to cover the extra costs incurred during the day. Guests should check at the time of booking whether it would be possible to have an extended check out time as at busy times this may not be possible.
- Payment of the balance is due in full twelve weeks prior to your arrival date. After bank clearance of your parties' final payment, an Information Pack will be forwarded to you.
- A refundable security deposit of £200 Sterling/\$400 USD is required at the same time as the final balance.

### Security/Breakages Bond

- A refundable security deposit of £200 Sterling/\$400 USD is required at the same time as the final balance.
- This security deposit of £200 Sterling/\$400 USD will be repaid to your party within 30 days of your departure, providing the local management have reported no breakages and you have returned the key as requested. Any monies refunded in US Dollars will either be subject to the 4% processing fee or can be returned by post for a fee of \$5 USD. We check the inventory prior to your arrival and after your departure and will advise of any faults. These may include additional cleaning costs for spills, stains etc. A charge of up to £25 Sterling/\$50 USD may be made where there is excessive rubbish for removal by the Management Company after your departure.
- We retain the right to retain the security deposit (either in part or full) to cover breakages, damage or non-return of the key. Receipts for repairs/replacements will be provided in the unlikely event that such retention of the security deposit is required.
- The villa front door key must be left in its security box each time you leave the property. The loss of the door key will result in a charge of £150 Sterling/\$300 USD from your security deposit.
- You will be provided with one key for the villa. In the situation that you lock yourself out, you are to phone our Management Company immediately and they will allow you re-entry into the house. Unfortunately you will incur a small charge (payable at that time) for their service depending on the call out time (\$25 in office hours, \$100 out of office hours).
- Non-return of the WaterSong entrance key card will result in a deduction of £20 Sterling/\$40 USD from the security deposit.
- The client is held responsible for any damage or breakages that may be caused to the property, its contents and also for any items in the inventory during your stay. All damage and faults caused or found at the home must be reported to our Management Company at the earliest opportunity.

### WATERSONG Terms and Conditions of Booking

- We reserve the right to pursue a quest for recompense for any and all damages caused which may exceed the value of the security deposit 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. Spoiling and contaminating food left uncovered can attract insects very quickly. Any added costs for pest control services incurred from lack of care in this may be passed to you.

#### Safety and Security

- Due to State Fire Regulations under no circumstances may more than the maximum number of persons identified on the Booking Form occupy the property.
- Children must be supervised at ALL TIMES whilst in the pool area.
- Glass is NOT permitted in the pool area. Plastic glasses are provided.
- Villa alarm – Guests must use the villa alarm at all times when the villa is vacated. If the property is burgled and it is found that the alarm has not been set, you could invalidate your travel insurance and lose your security deposit to cover our insurance policy.
- Any guests wishing to use a barbeque are requested to do so with care and away from the pool screen.

#### Swimming Pool and Spa

- The owners and their agents do not accept liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused as a result of use of the pool, spa and villa.
- It is your responsibility to ensure that children are always supervised properly in and around the pool and spa area.
- When the pool is not in use, please make sure the pool security fence is in position.
- If pool/spa heating is required there is an additional charge. The owners cannot guarantee the temperature of the pool and spa as this will vary according to climatic conditions at the time.
- Guests are not permitted to touch the pool heater controls.
- Neither the owner nor management will be held responsible for any electrical or mechanical failure of pool heating equipment other than a whole or partial refund of any extra fee that has been charged to heat the pool. No compensation for loss of pool heating will be paid.

WATERSONG Terms and Conditions of Booking  
Liability

- The owners and their agents do not accept liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused as a result of use of the pool, spa and villa.
- It is your responsibility to ensure that children are always supervised properly in and around the pool, spa and inside the villa.

Complaints or Dissatisfaction

- In the unlikely event of a complaint during your stay please contact the Management Company immediately.
- If the matter cannot be resolved, you should contact the owner, in writing, within 14 days of the end of the rental period.
- If the problem has not been reported, as requested to the Management Company the owner cannot accept any responsibility.

Cancellation by Guests

- In the event of your party needing to cancel, the following conditions will apply.

| Cancellation Notice                     | Cancellation Cost        |
|---|--------------------------|
| 8 weeks plus prior to arrival date      | Loss of deposit          |
| 8 to 5 weeks prior to arrival date      | 50% of the total charge  |
| Less than 5 weeks prior to arrival date | 100% of the total charge |

- Deposit is non refundable upon cancellation.
- Failure to pay the final balance by the due date (12 weeks prior to arrival) may result in loss of the booking and deposit. If we do not receive the payment we will endeavour to contact the guest but if we receive no payment or communication, then unfortunately we reserve the right to cancel the booking and retain the deposit.
- If you do have a problem, PLEASE contact us as soon as possible to discuss the matter.
- We recommend that all guests take out holiday, injury, medical and cancellation insurance cover at the time of booking.

Cancellation by the Villa Owner or Management Company

- In the unlikely event that personal 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 our Management Company will always help us by seeking to relocate your booking to a villa of a similar or superior standard.
- Force Majeure: The owners or their agents cannot accept responsibility, be responsible or be liable in respect of damage or changes caused by Force Majeure, e.g. strikes, floods, closure of airports, weather conditions or other events beyond our control.

## WATERSONG Terms and Conditions of Booking

### Disclaimer

- LIABILITY – The property is privately owned and neither the owners nor the Management Personnel accept any responsibility whatsoever for personal injury, accidents or loss or damage to personal effects, however caused.
- The owners and their agents reserve the right of entry at any time (includes such workers as pool maintenance, gardeners etc.).
- Whilst all information supplied in the brochures and the website 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 the contract.

### Law

- This contract is subject to and shall be constructed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

We want our house to remain clean and tidy for each and every visitor, so please respect our home and treat it with the care it deserves