

## **'Lakeview', Royal Palm Bay, Kissimmee, Orlando, Florida**

All reservations are subject to the following terms and conditions:

### **Booking and Payment**

- The party leader should request a reservation by e-mail or telephone. We will then confirm availability and rental rates.
- A £150/\$275 security deposit will be required, along with the completed booking form, to secure the booking.
- The security deposit will be refunded upon confirmation from the Management Company that the property has been vacated in a satisfactory manner, within approximately 2 weeks of departure. Refunds will be paid by cheque to your home address. Please report any breakages or damage at the end of your holiday when handing back the key.
- Full payment for rental will be required when registering and picking up key at the Management Company's office on arrival in Kissimmee. The office is open 24 hours and payment can be made by cash or credit card.

### **Cancellation by Owner/Management Company**

- Should circumstances beyond our control require us to cancel a booking, you will receive a full refund of all monies paid and no liability can be accepted.

### **Cancellation by Guest**

- All cancellations must be received in writing and are subject to the following charges:
- More than 8 weeks before arrival date - loss of security deposit.
- 4 -8 weeks before arrival date - 50% of rental amount.
- Less than 4 weeks before arrival date - 80% of rental amount.

### **Rental Period and Occupancy**

- Check in time is after 4 p.m. on the arrival date. Check out time is 10 a.m. on the departure date.
- The property may only be occupied by a maximum of eight people.
- All accommodation is booked solely for persons named on the booking form and the Owner/Management Company reserves the right to refuse entrance to those who are not named.
- Please, no smoking in the property.

### **Complaints**

- Should you experience any problems, please contact the Management Company immediately, who will endeavour to assist and rectify the matter as soon as practically possible.

### **Liability Limitations**

- The Owner/Management Company accepts no responsibility or liability for loss or injury while staying in the property or using the facilities of the development. Guests are requested to have appropriate insurance in force for the period of their trip. Loss or injury should be notified to your insurance company immediately.
- Parents must at all times supervise children when using pool facilities and the other facilities on the development.
- The Owner/Management Company accepts no responsibility or liability for failure of equipment in the property. After notification of equipment failure the Management Company will rectify the problem in a reasonable and timely manner.
- The Owner/Management Company accepts no responsibility for, and shall not be liable, in respect of loss/damage/cancellation or changes caused by force majeure events (e.g. strikes, flood, fire, airport closures etc.) or any other event beyond our control.