



# Villa Magic...

The Sanctuary at West Haven  
Florida

Where your magical journey begins!

## Booking Terms and Conditions



**Bookings** between the owners of the property (hereafter called "The Owners") and the person making the booking (hereafter called "The Client") are valid after:

- The booking form has been completed, signed and received by the Owners.
- The reservation deposit of £250 GBP or \$400 US has been paid, which is non-returnable.
- The booking has been confirmed in writing by letter or e-mail to the Client.

The person who signs the Booking Form certifies that he or she is authorised to agree the Booking Conditions on behalf of all persons included on the Booking Form, including any persons who may be substituted or added at a later date. The signatory must be a member of the party occupying the property and must be 21 years of age or over. Bookings cannot be accepted from parties of young people. Please ensure the owner is notified of any changes, as unauthorised persons staying in the villa will cause the entire party to be asked to leave the property without refund.

**Final Balance:** Must be paid ten weeks prior to the commencement of the holiday.

**Refundable Security Deposit:** of £150 GBP or \$280 US is payable with the final balance. The client must agree to take good care of the property, leaving it in a clean and tidy condition at the end of the holiday. Any loss or damage to the property reported by our Management Company, which require repair or replacements, will be put in writing to you. These costs will be deducted from your security deposit. The security deposit will be returned within 21 days of your departure.

**Cancellation Charges:** If the Client wishes to cancel the booking he should advise the Owners immediately by telephone followed by confirmatory letter or e-mail. In the event of cancellation the following conditions apply:

More than 2 calendar months before departure:	Deposit forfeited
Between 1-2 calendar months before departure:	50% of total cost forfeited
Less than 28 days 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.

**Owner cancellation:** In the unlikely event that circumstances beyond the Owner's control necessitate the cancellation of the rental arrangement, the Owner reserves the right to cancel any bookings at any time and will only be liable to refund monies already paid by the Client.

**Liability:** The owners do not accept liability whatsoever for death, personal injury, accidents, loss or damage to personal effects, however caused. Guests are specifically requested not to allow unsupervised children to use the pool

No liability is accepted by the owner for loss of mains 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 there is no control by the Owners.

No liability is accepted for any loss, damage or changes caused by force majeure (e.g. strikes, floods, closure of airports, weather conditions or other events beyond our control).

No liability is accepted for delay or expense arising from irregularities with passports, documents and insurance, which is the responsibility of the party leader.

**IT IS STRONGLY RECOMMENDED THAT CLIENTS TAKE OUT HOLIDAY INSURANCE TO COVER CANCELLATION FEES AND ANY OTHER LOSSES THAT MAY OCCUR!**

**Management Company:** If there is anything in the home or associated with the pool/spa or air-conditioning that needs attention, please let the management company know immediately. Under no circumstances attempt to effect a repair yourself. Occupants will be fully accountable for any damage caused whilst tampering with any equipment, fixtures or fittings relating to the property.

The client agrees to permit the Owners or Agents access to the property to carry out maintenance if necessary.

No inventory items must be removed from the villa. This includes linens and towels. The client agrees to pay for any breakages, losses or damage to the property and must report these to the Management Company immediately.

**Occupancy:** The property is available for occupancy after 4.00 p.m. on the day of arrival and must be vacated by 10.00 a.m. on the day of departure. The maximum number of persons allowed to occupy the villa at any given time is 12. Anyone found in breach of this condition will have their booking terminated and be asked to leave the villa without compensation or re-imbusement of any monies paid.

**Pool/Spa Heating:** If you have paid to have the pool heated, or it is included in your rental price, then please note that if the outside temperature drops below 55 degrees Fahrenheit the heat compressor will shut down automatically and the pool will lose heat. The unit will automatically turn back on when the temperature rises above 55 degrees Fahrenheit. This is a safety measure and is beyond our control, you should be aware that **NO REFUNDS** can be given on pool heat under these circumstances. It should also be stated that this is extremely unlikely to happen during daytime hours when the pool heater is in operation. Refunds can only be given when the pool heater is found to be faulty. **The pool heater will run for 12 hours per day and will reach a maximum temperature of between 83 - 85 degrees Fahrenheit.**

The pool is equipped with a pool blanket. In order for the pool to retain its heat efficiently you will need to place the blanket on the surface of the pool when it is not in use and at night when the heat pump will be automatically switched off. Failure to do this will make a huge difference in the amount of time taken for the pool to reach a comfortable temperature when the heat pump is switched on in the morning. When placed on the pool surface the blanket will float until removed, however, **should anyone step onto the blanket it will not support their weight. Therefore please be extremely careful when the blanket is on the pool, take extra care when you are walking in the pool area and under no circumstances allow children to use the pool area unsupervised.**

**No Smoking policy:** Please note that the owners do not allow smoking within the villa. Smoking is permitted within the pool area.

**Pets:** No pets allowed.

**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 14 days of your return. We cannot accept any liability in respect of complaints received after this date.

**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.