|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Phone No**.  **Mobile/cell No.** |  |
| **Email** |  |
| **Fax No.** |  |
| **Total Number of persons**  **in party =**  **Adults**    **Children (under 16)** | Male Female |
| **Pool and spa heat required** | **Yes/No** *(£85/$140 p/ week )*  ***Please note if you request pool heat once you have arrived at Glenbrook you will have to pay $175 + tax to the local agents.*** |

**Arrival date : Departure date :**

**I would like to book Glenbrook Villa, Glenbrook Resort, Clermont, Florida & accept the terms and conditions below.**

**Tel: +44 (0)208-361-9989, Email: mike@dreamvilla.org**

**TERMS AND CONDITIONS**

**Please note that the booking will only be valid when this form and attached Terms & Conditions are filled in and returned to us with the non refundable deposit.**

**Terms & Conditions**

Please ensure you read and understand the following terms and conditions pertinent to your accommodation rental. If you have any queries, please do not hesitate to contact us (hereafter called the Owner) for clarification before you sign the booking form.

Whilst we reserve the right to increase or decrease accommodation prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking and paid your deposit or full payment, the cost of the rental is guaranteed against any further increase. This guarantee is offered subject to our terms and conditions and payment being adhered to and providing you do not make further amendments to your holiday arrangements.

Your holiday home rental includes Accommodation as booked, including services e.g. water and electricity, (excludes pool heating unless otherwise stated).

**NOT** included in our rental prices: a) Flights b) Car Hire c) Holiday Insurance d) Pool Heating

**1.** Bookings are valid after:

1. The booking form has been completed and signed and received by the Owner and

2. The appropriate deposit has been paid and

3. The booking has been confirmed in writing by the Owner to the Guest.

**2.** The person, who signs the Booking Form certifies that he or she is authorised to agree the Booking Terms and Conditions on behalf of all persons included on the Booking Form, including those substituted or added at a later date. The signatory must be a member of the party occupying the property and must be 21 years or over.

Bookings cannot be accepted from parties of young people less than 21 years of age.

**3.** A **deposit** of 20% must accompany bookings, which is non-refundable. Upon clearance of the payment, the booking is confirmed.

The **balance** must be paid six weeks prior to your arrival at the property together with the security deposit.

We reserve the right to treat the booking as cancelled if we do not receive the balance by the due date. Any cancellation charges detailed elsewhere in this document will then apply.

In the event of a cheque not being honoured by the bank on which it is drawn we will make a charge of £20 /$30 to cover the bank charges and our administration costs.

**Security deposit**

The Security Deposit $250 or £175 will be due together with the the final balance 6 weeks prior to the arrival.

The security deposit will be returned within 28 days of departure as long as any key(s) are returned and no damage or loss is reported by the Owner’s Management Company. We reserve the right to claim this off the Guest.

**4.** If the Guest wishes to cancel the booking he should advise the Owner immediately by telephone followed by confirmatory letter. The Owner shall be entitled to retain all payments already made and to recover, if not already paid, the balance of the hiring charge as follows:

More than 90 days no charge

90-45 day’s loss of initial deposit

30 - 45 days notice: 50% of the rental charge

Less than 30 days notice: 100% of the rental charge

We recommend you arrange your own travel insurance including cancellation cover

5. 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 Guest. Furthermore, the Owner cannot guarantee that all the facilities described in their website will be available.

**6.** The Guest agrees to pay the full cost of any breakages, losses or damage to the property (the Owner’s Management Company will be sole arbitrators on cause of damage or loss)

1. To take good care of the property and leave it in a clean and tidy condition at the end of the holiday

2. To report any damage or loss **immediately it is discovered** to the Owner’s Management Company in Florida.

3. Any damage found on arrival should be reported to the Owner’s Management Company within 24 hours of arrival in order to avoid you being blamed for the damage. If not reported, we will assume you caused the damage and reserve the right to claim for repairs against your security deposit.

4. To permit the Owner or their Agents reasonable access to the property to carry out any maintenance if necessary

5. Not to sublet or share the property except with persons nominated on the Booking Form

**7**. No liability is accepted by the Owner for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains service, nor any actions taken in the vicinity of the property by any authority over which there is no control by the Owner.

**8** The property is available after 4:00 p.m. on the day of arrival and must be vacated by 11:00 a.m. on the day of departure. Failure to comply with this may result in extra rental charges which the Guest agrees to pay.

**9** The Owner does not accept any liability for injury, damage or loss caused by any reason or for any claim made as a result of this booking and/or the subsequent holiday. The Guest is responsible for taking out an adequate insurance policy(ies) to cover all risks. This waiver is also applicable to people visiting the property as guests of the Guest(s).

**10**. The Owner does not accept any liability for injury, damage or loss caused, or for any such claim by a third party as a consequence of actions by the Guest(s) and other people occupying the property during the period of the let.

**11.** An additional fee (as stated on the booking form) will be levied if the Guest requires the pool to be heated during their stay. Guests may use the swimming pool at their own risk. They should always observe the safety rules listed in the Information and Safety Book held in the home and observe the pool safety notice displayed in the pool area.

Pool heating will be switched on during the day ordered and may take some time to heat the pool to optimum temperature. Having ordered pool heating, The Owner is not responsible for the weather and, if it's warmer than expected, pool heating still has to be paid for. The solar blanket must be used when pool is not in use (especially at night).

Like you, we have no control over the weather! We are unable to guarantee the water temperature in pool heating as this will depend on the prevailing weather conditions.

The heater is a mechanical device, as with any mechanical device it can be subject to electrical / mechanical failure. If such an occurrence was to happen, every effort will be made to repair the heater. If the guest has paid for pool heat, then we shall refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for.

Please be aware that the pool heating equipment will not function correctly if the outside air temperature drops below 50 Degrees Fahrenheit.

**12**. The pool is cleaned and chemically balanced every week for your safety and comfort; however on rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay it will be necessary for you to be out of the pool for a period of 3-6 hours for safety reasons?

**13**. As owners of the property, we, our servants or agents, will not be liable for any loss or delay occasioned by any of the following: strikes, riots, political unrest, war or the threat of war, terrorist activities, industrial disputes, fire, flood, technical/weather problems to transport, aircraft, closure of airports, or any other event beyond the owner’s control.

**14.** The maximum occupancy is 10 persons for the villa and is determined by the authorities within strict guidelines for fire safety. Please note that contravention of the above will render your booking void, all moneys paid will be forfeited and you will be asked to leave the villa immediately without further compensation.

**15.** Strictly no pets or smoking are allowed in the villa at any time, this includes the pool area. Please note that contravention of the above will render your booking void and all moneys will be forfeited

**16.** Our villa is situated in a quiet residential area consisting of approximately 200/15 rental homes/US families. It is a condition of the rental that you should be considerate in your behavior and keep noise levels to a reasonable level so as not to disturb our neighbors.

**17** Complaints: We sincerely hope you do not have any! ...But in the unlikely event that you wish to register a complaint during your holiday, contact the property management company immediately and follow this up with a letter. Give a copy to them and send us a copy on your return. Unfortunately we are not always able to control the components of your rented accommodation and it is possible that an advertised facility may be withdrawn or

Changed due to circumstances beyond our control and for which we cannot accept liability.

**WE STRONGLY ADVISE ALL OUR GUESTS TO TAKE OUT TRAVEL INSURANCE FOR YOUR WHOLE PARTY, WHICH INCLUDES CANCELLATION CHARGES COVER (UK GUESTS ARE ALSO ADVISED TO TAKE OUT A POLICY WHICH INCLUDES MEDICAL COVER) AS SOON AS YOU HAVE BOOKED ANY PART OF YOUR HOLIDAY OR VACATION. IF YOU CHOOSE NOT TO DO THIS, YOU NEED TO BE AWARE THAT YOU WILL**

**PERSONALLY BE RESPONSIBLE FOR PAYMENT OF ANY CANCELLATION CHARGES WHICH MAY BECOME DUE.**

**I agree to pay the balance six weeks prior to departure. I accept the Terms & Conditions attached on behalf of myself and my party. I am over 21 years of age.**

***Signed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

Please sign above and return by post with your payment to:

**Michael Kruger, 255 Brunswick Park Road, New Southgate, London, N11 1EU**

**Paypal payments can be made to mike@dreamvilla.org**

**Or for bank transfers please contact us for details.**

**Tel: +44 (0)208-361-9989, Email:** [**mike@dreamvilla.org**](mailto:mike@dreamvilla.org)