

8117 PRINCESS PALM LANE

R E S E R V A T I O N F O R M

We require the following information to confirm your reservation with us. We ask that you fill out the form and send it back to us as soon as possible.

Reservation Name: _____

Dates of Reservation: _____

Home phone number: _____

Home Address: _____

CREDIT CARD AUTHORIZATION

Credit Card # _____ Expiration Date: _____

Type: MasterCard AMEX Discover VISA

Credit Card in Name of: _____

Billing Address on Credit Card: _____

Drivers License # _____

Issuing State or Country: _____

Name on Drivers License: _____

Date of Birth: _____

Signature _____

Your lock box code for your townhome will be provided upon receipt of credit card security deposit information.

Terms & Conditions

All bookings accepted by us are subject to these terms & conditions.

1. Booking procedure, payment terms and remittance
 - 1.1 Guests should contact us to check availability and price.
 - 1.2 Provisional bookings will be held for 5 working days during which time we must receive your completed reservation form and deposit of \$300.
 - 1.3 A booking will only be considered firm when the reservation deposit and form have been received and when we have confirmed the booking.
 - 1.4 The balance is due 8 weeks before the date you arrive at the townhome.
 - 1.5 Bookings made within 8 weeks of arrival are payable in full at the time of booking.
 - 1.6 All prices are fully inclusive of tax and utilities.
 - 1.7 You may change your booking, in which case we will make every effort to accommodate any requests. There may be a charge for this service.
 - 1.8 Price includes one clean before arrival and one clean upon departure.
2. Security deposit
 - 2.1 In addition to the rental charge, current valid credit card information is requested in lieu of a security deposit to cover breakages or damage to the premises and or contents and excessive cleaning costs other than those normally incurred in connection with the occupation of the premises.
3. Cancellation
 - 3.1 You may cancel the booking at any time subject to cancellation charges
 - 3.2 Cancellation must be in writing, we reserve the right to cancel the booking if payment has not been received on agreed dates.
 - 3.3 The following calculation charges apply to all rentals:
 - Any cancellation 8 weeks or more — loss of full reservation deposit
 - 4 to 8 weeks prior to arrival — 50% of total rental charge
 - Less than 4 weeks prior to arrival — 100% of total rental charge
 - 3.4 If payments are made by credit card and subsequently canceled, a 5% credit card commission charge will be made.
4. Cancellation by us
 - 4.1 In the unlikely event of cancellation by us we will refund you as soon as reasonably practical and fully refund you any money you have paid.
5. Accommodation
 - 5.1 Subletting, sharing or assigning is strictly prohibited
 - 5.2 The townhome will be available to guests after 4.00 pm Florida time on the day of arrival, unless otherwise agreed.
 - 5.3 The townhome must be vacated by 11.00 am Florida time on the day of departure, unless otherwise agreed.
 - 5.4 Only the persons shown on the booking form are permitted to stay in the property booked

6. Use of swimming pool and spa
 - 6.1 Swimming pools and spa's can be dangerous and ours is not to be used by children without adult supervision.
 - 6.2 No bubble bath or similar liquids are to be used in the pool or spa
 - 6.3 For your own safety, glass or bottles are not allowed in the pool area or spa
7. Purchase of pool heat
 - 7.1 In the event that weather conditions fall below fifty (50) degrees Fahrenheit, the pool heating will automatically shut off to prevent damage. No refund will be given in this event.
 - 7.2 We find it unreasonable to expect to use the swimming pool while the outside ambient temperature is below fifty (50) degrees Fahrenheit.
8. Loss and damage
 - 8.1 Any loss or damage incurred during the length of your stay to the townhome will be reimbursed by the lead renter.
 - 8.2 Any loss or damage costing above the security deposit will be fully reimbursed by the lead renter within 1 week (7 days) of departure.
9. Smoking
 - 9.1 For the comfort and safety of guests, our townhome is non smoking
10. Animals and pets
 - 10.1 Animals and pets are not permitted in the townhome
11. Insects and pests
 - 11.1 Insects and pests are inevitably present in the Florida climate. Within reason, this is normal and we cannot take action to eradicate it.
 - 11.2 The townhome receives periodic pest control treatment. Only when, in our reasonable opinion, pests in the living accommodation are a serious nuisance will further action be taken.
12. Brochure Description
 - 12.1 All brochure descriptions are made in good faith and every care taken to ensure their accuracy, but no liability will be accepted in the events of any error.
13. Complaints
 - 13.1 In the unlikely event that a guest has any reason for complaint or dissatisfaction, they must contact our management company, Osceola Vacation Rentals, Inc. at 407-892-4495, so that speedy and remedial action is taken.
14. Liability
 - 14.1 We are not liable for any loss or injury resulting in the use of the townhome, pool, or spa.
 - 14.2 We accept no responsibility for and shall not be liable in respect of any loss or damage or alteration, delay or changes arising from circumstances outside our control such as war or threat of war, fire, or adverse weather conditions, government actions, closure, congestion at airports, cancellation or changes of schedules by airlines, theft from the townhome premises (both interior and exterior including garage, pool and spa areas)

15. Insurance

15.1 We strongly recommend that you take out travel and medical holiday insurance to cover unforeseen circumstances which may necessitate the cancellation of your booking.

Agreed to by: _____

Date: _____