

# Terms and Conditions for Robson's Retreat

## PLEASE READ CAREFULLY

Thank you for booking our villa on Cumbrian Lakes in Florida, when booking our villa you agree to accept the following terms and conditions.



Mickey & Minnie are here to welcome you to Florida and their home, please ensure they remain by the front door to welcome other guests after you leave.

Thank you

## BOOKING FORM

The booking form from our website must be completed and either posted to us in the UK or printed, filled out and then emailed to us before your booking can be fully confirmed, please note that the minimum age to rent our home is 21 years

## DEPOSIT

A deposit of £100/\$150 per week is required to confirm your booking. A receipt will be forwarded to yourself as soon as possible. This deposit is non-refundable, cancellation charges will also apply dependant on the date of cancellation.

## FINAL PAYMENT

The Final Payment is due 8 weeks prior to departure, a reminder letter/email will be sent approximately 1 month before the due date. Cancellation can only be accepted in writing or by email. (If there are any problems please call)  
The following cancellation charges will apply.

60-30 days notice:	50% of rental charges
Less than 30 days notice:	100% of rental charges

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## **SECURITY DEPOSIT**

We take a security deposit. The payment of £150/\$200 is payable with your final balance to cover the cost of any accidental damages during your stay, our Management Company will inspect the villa after your departure and inform us of any damage and if none is reported then the security deposit is refundable within 3 weeks of arriving home.

## **LATE CHECK-OUTS**

Due to your trip back to the United Kingdom being an overnight flight we are often asked for a late check out which in the past we have been more than happy to give and in return we have asked if the guest would write us a couple of reviews on selected websites instead of the usual £50 charge most villa owners ask for.

Unfortunately due to a few guests in the recent past not living up to that agreement we can no longer give free late check outs if an agreed review is not completed within 3 weeks, and a £50 charge will be deducted from your security deposit.

## **INSURANCE**

We recommend all clients take out adequate Holiday/Travel Insurance with a reputable insurance company after the booking has been confirmed. We will not accept any liability for any accident, personal injury, sickness etc whilst renting our villa.

## **FORCE MAJEURE**

We or our agents will not accept any responsibility or liability for any loss, damage or alterations to your booking due to events beyond our control including transportation difficulties, adverse weather conditions, fire, flood, terrorism etc.

## SAFETY/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?

## AIR CONDITIONING

The Air Conditioning system will only work effectively if the windows and doors of the villa are kept closed. If the Air Conditioning breaks down FLORIDA LEISURE should be called who will send someone from maintenance to investigate. If they are called on more than one occasion and they suspect that doors and windows have been left open resulting in the Air Conditioning overloading they may not repair it until a service payment has been made.

**THE MAIN CULPRITS ARE THE SLIDING DOORS TO THE POOL "PLEASE KEEP THEM CLOSED "**

## GAMES ROOM

A Games Room has been added to our villa for your enjoyment and for the enjoyment of guests who will arrive after you. Please use these facilities responsibly and with care, they are EXPENSIVE to replace. We have placed some old furniture in the Games Room to make it a little more comfortable, as I have said it is old but please treat it with care and ask your children (if you have any) not to jump about on it.

The **BICYCLES** in the games room are used at the guests own risk, we nor our Management Company will accept any liability for any accidents (**Florida Law states any person 16 and under must wear a bicycle helmet**).

## GAS GRILL/BBQ

We have provided you and your party with a Gas Grill/BBQ whilst you are on vacation/holiday at our villa. Please follow these simple rules to make it's use enjoyable for everyone that stays at our home.

**1/** We cannot guarantee that the gas bottle will be full, if it is empty or runs out when you are using it and you want to carry on using the Grill/BBQ it is your responsibility to exchange the propane gas bottle at WAL-MART and this should cost about **\$20** (Please only use WAL-MART to exchange the gas bottle as this makes it easy for our UK and US guests).

2/ The Grill/BBQ **MUST** be cleaned before your departure and this will be checked by our Management Company. If they inform me it has **NOT** been cleaned **\$40/£30** will be deducted from your security deposit (If the Grill/BBQ is NOT clean when you arrive you **MUST** inform our Management Company right away, please do not tell them when you have been there a few days or when you are leaving as that will be too late). **To make things easier it may be helpful to cover the bottom of the Grill/BBQ with Aluminum Foil before you use it.**

3/ Please use the Grill/BBQ mat that has been provided, this stops hot oils and fats from staining the pool deck.

4/ When you have finished using the Grill/BBQ and also when it has **COOLED DOWN** please replace the cover which has been provided.

### **POOL HEATING**

During the Winter months Pool Heating and the temperature of the water is dependent on the outside air temperature, if the outside temperature is low the water in the pool may not rise to a comfortable level. If a guest asks for pool heating and this is turned on by our Management Company before the guests arrival **NO** refunds will be given if the water temperature doesn't reach the guests expectations due to the cold weather especially during the winter months (If the pool heater is found by our Management Company to be defective during your stay then as a sign of goodwill we will then refund the pool heating payment).

**PLEASE ALSO USE THE POOL BLANKET PROVIDED FAILURE TO DO SO MAY RESULT IN THE WATER IN THE POOL NOT REACHING THE DESIRED TEMPERATURE**

### **THE VILLA SECURITY ALARM**

The villa security alarm is a monitored system has been installed to protect the building and the property of the guests who are staying there and it is important that you use it correctly. It is your responsibility to use the **Alarm Code** and **Password** information you have been supplied with in the correct manner, if not and the **Sheriff** is called out on a **False Alarm** you **WILL** be charged a minimum of **\$75/£50** from your security deposit (**we are getting a lot of False Alarms due to**

guests not setting the alarm correctly or forgetting/not having to hand the Alarm Code or Password)

### SUBLETTING

Robsons Retreat villa is rented out by its owners (Andrew and Jane Robson) and their Management Company (Florida Leisure), no subletting by any other party is allowed. Any persons found to be in the villa as result of a sublet from a third party will be asked to leave and **NO** refund will be given by the above mentioned parties.

### VILLA TELEPHONE

The telephone in the villa is a digital wireless system with the base station in the kitchen and the second base in the Master bedroom.

Calls to all mainland States in the USA, Canada and Puerto Rico are FREE of charge.

As a sign of goodwill all guests from outside the USA & Canada will be given **60 minutes** use of the telephone per week to call landline numbers only, I will check with our telephone company online before your arrival to ensure you are NOT charged for another guests calls but **if your limit is exceeded the cost of the excess calls will be taken from your security deposit.**

**Extra minutes to landlines in the UK & Europe will be charged at 10p/10cents per minute.**

**Calls to mobiles will be charged at 20p/20 cents per minute at all times.**

### SAT-NAV

We are offering FREE Sat-Nav (subject to availability and postage costs) to our guests from the United Kingdom; the Sat-Nav will be posted to your UK address in time for your departure to Florida and will be programmed with the villa address as the Home setting. All postage costs will be deducted from your security deposit, the remainder of the security deposit will be returned to you once the Sat-Nav has been returned to us and is in full working order.

### THE VILLA

The villa is STRICTLY non-smoking except in the outside pool area, this keeps the villa clean and odour free and avoids triggering the sophisticated smoke alarm system.

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On your departure day it is important that you vacate by 10am and return the keys to the Villa Lock-Box next to the front door by 11am so the villa can be cleaned for the next guests. You are responsible for your own and your children's behavior during your stay. Quiet time on the estate runs from 9pm to 9am.

Florida has a sub-tropical climate and care must be taken with food that is left uncovered. Apart from spoiling, food left uncovered will attract insects very quickly. Any added costs for pest control services incurred from lack of care could be passed to you.

**If you wish to contact us:-**

**Telephone:        0161 317 0446**

**E-mail;            [andrew.robson9@btopenworld.com](mailto:andrew.robson9@btopenworld.com)**

**Thank You Andrew and Jane Robson**