



**Thank you for choosing
Buckingham Palace Florida Villa
for your holiday.**

**We look forward to sharing our home
with you.**



~ YOUR RENTAL BOOKING FORM ~

This document forms the basis of the rental agreement between the Landlords & Guests as detailed below. Please check the details and return to us within 7 days of the above date, along with your deposit & security payments, to secure your booking, thank you.

PARTY LEADER DETAILS (Must be over 25 years old and must not be booked on behalf of someone else):

First Name(s)	Surname
Mobile No	Alternative Contact No
House No & Street	Town/Area
County	Postcode/Zip Code
Email Address	Booking Through

GUEST DETAILS - BOOKING INFORMATION:

	Name(s)	Surname	Date of Birth
1	Mr / Mrs / Ms		
2	Mr / Mrs / Ms		
3	Mr / Mrs / Ms		
4	Mr / Mrs / Ms		
5	Mr / Mrs / Ms		
6	Mr / Mrs / Ms		
7	Mr / Mrs / Ms		
8	Mr / Mrs / Ms		

Number of Adults	Number of Children	Total Number of Guests (Maximum of 8)
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Arrival Date (after 4pm)	Departure Date (before 10am)	Total Number of Nights
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PRICING:

Villa Hire		DEPOSIT	£0.00
Pool Heating		Remaining Balance	£0.00
Exit Clean (if less than 7 days)	£0.00	+ Refundable Security Deposit (refunded within 21 days)	£250.00
TOTAL	£0.00	TOTAL BALANCE: Due 12 weeks before arrival by:	£250.00

PAYMENTS: Payments processed through PayPal or Bank Transfer

All communication during your stay should be done through our management company (full details in your information folder) - Orlando Team Management, 8297 Champions Gate Boulevard, Champions Gate 33896 - 863-242-8504

I agree that in the event of any problems arising during my holiday, I will immediately contact the Management Company. Failure to do so will result in no liability being accepted in respect of subsequent claims received. I certify on behalf of the person included on this booking form that I am authorised to make this booking. I have read and agree to the terms and booking conditions of the villa rental.

I give consent to the villa owners communicating with me and holding my details as above: *Please tick*

Signed (Party Leader): _____ Date: _____

Your booking will be confirmed upon receipt of this signed Booking Form and cleared deposit payment. Please sign, date and return to us as soon as possible. Holiday dates are not secured until receipt of both. Upon full and final payment, and prior to your arrival, your villa access details will be forwarded to you.

BOOKING TERMS AND CONDITIONS FOR BUCKINGHAM PALACE FLORIDA

~ You must ensure you read this & the information folder within the villa upon arrival ~

Every attempt has been made to use clear & concise language in these terms and conditions. If any terminology has been used which is not fully understood, please contact the owners for clarification before you sign the booking form. By signing the Rental Booking Form, you are agreeing to the conditions contained therein & the Booking Terms and Conditions for Buckingham Palace Florida detailed below.

1. Bookings are valid after:

- a) The booking form has been completed in full & signed & received by the owners and the appropriate deposit has been paid and;
- c) The Owners have confirmed the booking in writing to the Client. These points secure the dates.
- d) The required Security Deposit has been paid to the owners with the balance payment. These secure the booking.

2. The person who signs the Booking Form certifies that he/she is authorised to agree the Booking Terms & Conditions on behalf of all persons included on the Booking Form. The signatory must be a member of the occupying the property & must be 21 years of age or over. Bookings cannot be accepted from parties of young people under 21 years of age & for single sex groups or party bookings.

3. A deposit of 20% of your total holiday cost must accompany bookings, which is non-returnable. The balance must be paid twelve weeks prior to the commencement of the holiday.

4. The Security Deposit of £250 must be paid by to the owners with your balance payment. A full refund will be given within 21 days as long as any key(s) are returned, there is no damage or loss & these Terms and Conditions have not been breached. Relevant deductions will be made as detailed.

5. Pool & Spa heating must be requested at the time of booking. This charge ensures the pool & spa are heated to an adequate temperature (which takes at least 48 hours, dependant on ambient temperature). Should pool heating not be requested or paid for, the owners cannot be held responsible for the pool temperature during the stay. Due to the size of the pool, if the air temperature is less than 15 degrees below the maximum pool heat temperature the water heat will decrease. The spa is suitable for smaller children but they must be supervised at all times in the pool area. It is illegal in the State of Florida to tamper with pool heat equipment - this will result in immediate removal from the villa & no refunds will be given. We may also alert the local authorities who will take action accordingly.

6. If the guest wishes to cancel the booking he or she should advise the owners immediately with a confirmatory email. The owners shall be entitled to retain all payments already made (except the Security Deposit) & to recover, if not already paid, the balance of the hiring charge as follows: 8-12 weeks prior to check-in - 50% of balance amount (and dates will be released), less than 4 weeks - 100% due of the balance amount. (and dates will be released) Should cancellation be requested by the guest due to Government, FCO or flight operator travel restrictions, after the balance payment is made, a receipt/invoice will be supplied by the owner for the guest to claim any related costs against their travel insurance. Should the guest request for travel dates to be rescheduled due to these conditions prior to balance payment being made, the owner will confirm availability and advise on any additional rental costs and terms applied to the reschedule request, which may include (but not be limited to) a maximum reschedule period of 24 months. In all cases, and as stated above, deposits are non-refundable. The owners decision is final. The owners will not be held liable for the guests failing to arrange adequate travel insurance.

7. In the unlikely event that circumstances beyond the owner's control necessitate the cancellation of the rental agreement, the owners reserves the right to cancel any bookings at any time & will only be liable to refund monies already paid by the guest. The owner at their sole discretion may at any time alter, amend or cancel any of the arrangements, schedules or accommodation. If in the event the accommodation cannot be provided for any reason the owner endeavours to provide alternative accommodation or, failing this, provide a refund of rental paid in whole or part as appropriate.

8. Security cameras are located on the perimeter of the property for the safety of the home & guests. No camera are located in living or sleeping areas.

9. The guest agrees:

- a) To pay the full cost of any breakages, losses or damage to the property (The owners or their Management Company will be sole arbitrators on cause of damage or loss);
- b) To take good care of the property & leave it in a clean and tidy condition at the end of the holiday;
- c) To report any damage or loss immediately it is discovered to the landlord's Management Company in Florida;
- d) To permit the owners or Agents reasonable access to the property to carry out maintenance if necessary - regular visits are made by Pest Control & Pool Cleaning companies. We will endeavour to let you know if they will be visiting during your stay but this is not always possible due to last-minute scheduling. Pest Control will leave a calling card;
- e) Not to sublet or share the property except with persons nominated on the Booking Form.
- f) That only the guests listed on the booking form may stay or have access to the villa during the dates booked. If guest numbers exceed those listed, ALL guests will be evicted by our MC with immediate effect and the booking agreement terminated and no refunds issued.
- g) Not to exceed the check-in or check-out times, unless already agreed and approved by the owners.

10. No liability is accepted by the owners for loss of main services or failure of appliances or equipment, nor for the consequences of actions or omissions of persons who 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 owners. The guest agrees access to the property to carry out any required repairs during their stay.

11. The property is available from 4pm on the day of arrival & must be vacated by 10am on the day of departure. Should the guest(s) exceed the check-in and/or check-out times, a £100 charge will be made per hour exceeded, which will be deducted from the security deposit.

12. Parties or other events or gatherings of any sort are not permitted in the property. Permission must be obtained in writing from the owners if persons not listed on the booking form are to visit the property & use the facilities. At no time can these guests stay overnight at the property. Failure to advise the owner may result in terminating the booking agreement with no refunds due.

13. The owners do 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 Client is responsible for taking out adequate insurance policy(ices) to cover all risks. This waiver is also applicable to people visiting the property during as guests of the Client(s), which must be pre-approved by the owners.

14. The owners do 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 Client(s) & other people during the period of the let.

15. Clients may use the villa swimming pool at their own risk. They should always observe the safety rules listed in the information & safety book held in the home. The pool does not have hand rails. There is no pool fence so little ones must be watched at all times. Weekly pool maintenance takes place in the private villa pool and they may be in attendance during your stay but will only access the property externally.

16. The Westridge communal pool is unheated & unmanned. All facilities on the Westridge site are the responsibility of the HOA & not the villa owners - any issues will be forwarded to the HOA but the owners are in no way liable for any site issues, maintenance, cleanliness or otherwise. Use of all facilities are done so at your own risk & the villa owners accept no liability. The owners have no responsibility for the management of Westridge resort or the condition, availability or management of any of the communal facilities available therein. However, should you find any aspect of the resort less than standard, please feed this back directly to the owners for them to liaise with the HOA.

17. Access to the site's Clubhouse may be done via the proximity card/key tag which is located inside the villa. The guests must ensure the tag is returned to its location after each use, & upon departure ready for the next guests. Loss or damage to the card/key tag will be chargeable at £30 & will be deducted from the security deposit. You must advise the Management Company immediately if the card is lost or damaged. Should the card not be in the villa upon your arrival, please advise the Management Company as soon as possible to avoid any fees for lost card.
18. In the event that any guests behave in a way that is likely to cause distress, danger or annoyance to any other holidaymakers or residents of the community or damage to the property, the owners or their Management Company reserve the right to terminate the booking & require all guests to vacate the property immediately & without further notice and no refund, compensation or consequential loss will be paid to the guests.
19. With Florida being a hot state, pests will be experienced at some point during your stay. Whilst every care & control is taken to avoid pests in the home in the way of regular pest control, they cannot always be avoided, only controlled. Any pest issues must be reported to the Management Company. Pest Control may access the villa during your stay but the owners will endeavour to pre-warn you of this, unless it is a list minute scheduling on their part. The company will leave a calling card if they have visited.
20. Clients must not turn the Air Conditioning unit down to its lowest setting, as this can cause it to freeze & an engineer must be called out. If this does happen & an engineer is required, £100 plus any additional fees will be deducted from the Security Deposit to cover charges. Doors & windows must remain closed when either heat or cool conditioning is in operation. When external doors are left open, the air conditioning will stop. After closing the air conditioning will restart after 4 minutes. You must allow the system to reset. If you feel a change in temperature in the house check all the doors are closed. Should you call the Management Company out to reactivate the air conditioning system due to mis-use or not reading or following the information sheet by the display panel, the call-out fee will be deducted from your security deposit, the amount of which will be advised.
21. All client vehicles must be parked on the the owners' driveway. The Manors Westridge HOA does not allow any vehicles to be parked on the street, grass verges or at the end of driveways - any parked in this way will be towed by the HOA at the client's full cost. Also, Trailers, Boats, Commercial or Recreational vehicles are NOT permitted anywhere on the Community & any vehicles of this nature found parked at The Owners/Community will be given 48 hours notice for their removal before these vehicles are towed away. All charges & costs are to be paid directly by the guest, along with any fees levied to the owners or property due to misuse. Charges must be paid directly by the guest & do not form part of the rental agreement costs. Under no circumstances must electric vehicles be charged using the villa power. If this takes place, your stay & this agreement will be terminated & you will be required to vacate the premises immediately & no refunds will be given.
22. The tenants shall dispose of all waste material generated during the rental period in a lawful manner & put the trash in the bins provided, leaving out on the designated collection day. Guests are cautioned not to leave rubbish outside for long periods of time because it attracts animals. Please do not leave anything in the pool at departure. All work surfaces should be cleaned regularly after food preparation & food secured away in cupboards or fridge to avoid encouraging pests. Kitchen bins should be emptied regularly and closed securely. Should rubbish be left inside the house following your departure, the MC may make an additional cleaning charge which will be deducted from your security deposit.
23. No pets of any kind to be brought into the premises.
24. No smoking of any nature, including vapes, inside or outside in the pool area. Should any illegal substances be consumed within the premises, or any smoking take place, your stay & this agreement will be terminated & you will be required to vacate the premises immediately & no refunds will be given.
25. The owners shall provide towels, linens, cups, knives, forks, spoons, dishes & other items as commonly used in day to day use. Toilet paper, soap, dish detergent, laundry soap & other consumables are to be purchased by the guest. No reimbursement will be made for unused consumables left at the premises. If consumables exist at the premises when the guest arrives, the guest is free to use them. Please note that this is a self-catering villa.
26. Guests expressly acknowledge & agree that this Agreement is for transient occupancy of the property & that guests do not intend to make the property a residence or household.
27. You may experience outages which are outside of our control. Should this occur, please contact the Management Company. No refunds or compensation will be given for any outages.
28. There shall be no refunds due to shortened stays or ruined expectations because of weather conditions or issues outside of the owners' control.
29. There shall be no refunds of rents for shortened stays, ruined expectations due to work, family emergencies or other commitments.
30. Guests agrees that fireworks & other hazardous materials shall not be used in or around the property.
31. Guests agree not to access the 'owner's closet', even if unlocked. If they do so, this will be a reportable offence & guest will be asked to vacate the property, with no refunds applicable for lost days.
32. The property has fire alarms installed & they are believed to function properly at the time of rental. Guests will notify management company without delay if a fire alarm 'chirps' or has a low battery condition.
33. Guests are advised that there is no carbon monoxide detector on the property & accepts the risk involved in not having one. However, there are no gas heating installations in the house. All heating & cooling systems inside the house run on electricity.
34. Guests shall see to their own security while in the property by locking doors, windows, garage doors etc.. The Home Owner Association (HOA) is responsible for the resort walls, gate & security & is not controlled by the owners. The tenant must ensure that the front & rear doors are securely locked upon each departure. You will be liable for any costs for damage or theft due to failing to secure the villa. A home security system has been installed should you wish to use it. Instructions are displayed alongside the system. Should the sheriff be called due to misuse of the system, the county fine will be deducted from your security deposit. Continual misuse and fines will be payable by you prior to departure.
35. Valuable items left behind by the tenant will be held for the guest & every reasonable effort will be made to contact the guest for return. Any postal costs shall be payable by the guests. If items are not claimed for longer than 2 months they shall become the property of the owners. The owners shall not be held liable for condition of said items.
36. Cable TV is provided & service level has been chosen by the owners. No refund of rents shall be given for outages, content, lack of content or personal preferences within regard to cable TV service.
37. High speed wireless internet is provided as a convenience only & is not integral to the agreement. No refunds of rents shall be given for outages, content, lack of content, speed, access. Problems, lack of knowledge of use, or personal preferences with regard to internet service.
38. You must secure holiday insurance & visiting Visas/ESTAs prior to your vacation. Should Visas/ESTAs not be approved in time, the owners will not be held responsible for any costs, associated or otherwise & no refunds will apply. You must ensure full & adequate insurance cover is in place.
39. You must ensure you review the information folder within the villa upon your arrival so you are aware of all safety requirements. Please note the call-out charges which you will be liable for should the call-out not be deemed as an emergency or of an urgent nature. If any maintenance issues are experienced (ie failing batteries or lightbulbs etc), please leave a note in the 'Maintenance Book' provided in the villa, for the MC to address.
40. For bookings of 18 months or more in advance, costs may be subject to a small increase to allow for possible inflation on supplier costs. This increase will be capped at a maximum percentage of 10% on pool heating costs & 5% on villa hire costs.
41. Force Majeure - the owners shall not be liable for any breach of its obligations or delays caused as a result of events or circumstances outside of its reasonable control.
42. The owners reserve the right to amend or update these terms & conditions on a regular basis as they see fit. E&OE