

Terms & Conditions of booking – 7756TS

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

- A contract between you and the owners will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable deposit of **25%** of the holiday price is payable at the time of booking. Bookings made less than ten weeks before your arrival date must be accompanied by the full amount of the holiday charge.
- The balance must be paid so as to arrive no later than ten weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
- All cancellations must be immediately notified in writing. If you cancel your holiday more than 10 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 10 weeks prior to the holiday then the full balance remains due and is not refundable.
- We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- The number of persons using the accommodation at any time must not exceed **10** and only those people listed on the booking form can occupy the villa. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition. No more than 3 vehicles are permitted per booking.
- Bookings cannot be accepted from persons under twenty one years of age.
- We (the owners) reserve the right to refuse a booking without giving any reason.
- We or our representative reserve the right to enter the villa, at any time, to undertake essential maintenance or for inspection purposes.
- Smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you.
- Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The internet connection is available for your use, (subject to technical availability).

- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or pool. Pool heat is advised for the months of October – May. The owners are unable to return pool heat monies should the air temperature be too low for the pool heater to work sufficiently.
- Children under 18 must be supervised by their parents/guardians at all times.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- If you are accompanied by your dog; and then only if agreed with the owner; the dog will not be allowed in the swimming pool, will not be left alone unattended in our home and will be kept on a leash at all times outside the house as per Osceola district policy. You commit to pick up after your dog at all times and ensure that other guests at Windsor Hills are not inconvenienced. You commit to make good any damage caused by your pet.

Windsor Hills is a family destination resort and we ask all guests to respect “quiet hours” between 11pm and 7am

- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.