

TERMS & CONDITIONS

SUN SET AT HIGHGROVE

**16648 CARIBBEAN BREEZE WAY
HIGHGROVE
CLERMONT
FLORIDA
34714**

1. MAKING YOUR RESERVATION

Complete and return our Booking Form.

Send deposit or full balance to Mrs P Emmerson, 23 Park Avenue, Gateshead, Tyne & Wear, England, NE11 9QE. All cheques should be made payable to Mrs P Emmerson.

2 RESERVATION AND DEPOSIT

A \$200.00 or £100.00 per week non-refundable deposit is required on all reservations within 10 days. Your reservation will be confirmed by email when the deposit is received.

3. PAYING BALANCE

Balance is due 8 weeks before check in, if fully payment is not received we reserve the right to cancel the booking. An additional security deposit of £200.00 or \$300.00 is also payable with the balance and will be returned to the guest providing there are no damages to the property. The payment will be returned within 7 days from the end of the stay.

4. CHECK IN / CHECK OUT

Check in is 4 p.m. on day of arrival.

Check out is 10 a.m. on day of departure (PROMPT)

5. PROPERTY

A 4 digit door code is required to gain entrance to the property, this will be issued with a full information pack once the final payment is made. Linens and towels are provided in the home. Toiletries are provided for only one night. Do not flush anything down the commode other than toilet paper and human waste. There will be a charge made if the Management company are required to unblock a toilet. Running the air conditioning while doors or windows are open will cause the air conditioning unit to freeze, guests will be responsible for the repairs.

6. POOL HEATING

Pool heat will automatically shut off if the temperature drops below 50 degrees Fahrenheit. Heat will automatically come back on once the temperature rises back to 50 degrees. The onsite management company can not over ride this precaution as it is a security measure to prevent the pool heater breaking. Refunds will not be given if this occurs. If the pool heater is not working please advise the management company immediately and a refund will be given for the number of days the guests are without this service. Pool heat is set between 83F and 89F, we are not able to adjust the temperature. A pool cover is provided and should be used when the pool is not in use to help maintain heat.

7. PESTS

Florida is notorious for bugs. Our home is sprayed monthly, however if food is left out on counters or if clothes are kept on the floor it will attract them. If you do have a problem please contact the management company immediately.

8. FORCE MAJEURE

No liability can be accepted, or refunds given for the events, which are 'forced majeure'. These include, but are not limited to war, threat of war, riots, civil commotion, terrorist activities, industrial disputes, technical

difficulties with transport, natural or nuclear disaster, fire, adverse weather conditions or other event outside our control.

9. LIABILITY

We accept no liability whatsoever for injury or loss sustained by guests or other visitors while in the home or swimming pool, or for any loss or damage caused to any property brought to the premises. No responsibility is accepted for any death, illness or damage to property and/or motor vehicles.

10. PETS AND SMOKING

The property is non smoking and pets are not allowed in the property.

11. VEHICLES

RV's, trailers and boats are not allowed on the community.

12. SALE OF THE PROPERTY

In the event that the property is sold, all payments made will be refunded and no compensation will be given.

13. CHECK OUT PROCEDURES

Remove all unused linens from the beds and leave in the laundry room. Leave any used towels in the laundry room. Start dishwasher upon departure. Bag all trash and put in the garbage bin on departure. Do not move furniture. Do not park on the grass. Refer to the guest manual for further information. If the home is left excessively dirty and the check out procedures are not followed, there will be an additional cleaning fee charged.

SIGNED