

Definitions

The following document constitutes an agreement between the Lead Property Renter (“Guest” / “Guests”) and the property Owner, PSH Management Ltd (“Owner”). Manatee Tropical Villas are the local management agent within Florida (“Management Agent”).

Reservations

Please check or contact us for villa availability and rate. Provisional bookings will be held for 7 days during which time we must receive your Booking Form and deposit or payment in full. Bookings become valid and a contract entered into after the Booking Form has been completed and received by the owners, with the deposit paid and the reservation confirmed in writing by the owner to the Guests. The person who completes the Booking Form, the Guest, agrees to these terms and conditions on behalf of all persons included on the Booking Form including those substituted or added at a later date. If you wish to change your booking, we will make every effort to assist.

Deposit

A non-returnable deposit of £150 per week is required from Guests booking from the UK. For Guests booking from the USA or other countries, a non-returnable deposit of \$250 per week is required. The deposit must be paid at the time of booking.

Balance of Payment

The balance of your booking is due 8 weeks prior to your arrival. Bookings made within 8 weeks are payable in full at the time of booking. The owners reserve the right to cancel the booking if payment is not received by the due date.

Arrival and Departure

The property is available after 4:00 p.m. on the day of arrival, unless otherwise agreed, and must be vacated by 10:00 a.m. on the day of departure. Late check-out may sometimes be available at owners discretion. An extra charge may be applied. The property will be cleaned before your arrival and again on your departure. We ask that you please leave the house in a clean and tidy condition. Rentals are inclusive of electricity and water and the heating of the pool. Telephone calls within the USA and Canada are free.

Additional Security Deposit

A Security Deposit of £200/\$350 is required and payable with the balance due eight weeks prior to your arrival, which will be held on behalf of the owners against any loss / or damage, or excessive cleaning costs (other than those considered as normal), caused during your stay, and refunded within 30 days of your departure subject to the terms and conditions of rental, provided no loss or damage is reported by our management team.

Cancellation

You may cancel the booking at any time subject to cancellation charges. Confirmation of the cancellation must be in writing. We reserve the right to cancel the booking if payment has not been received on agreed dates.

Cancellation Charges

Any cancellation 8 weeks or more prior to arrival – 100% of deposit paid. Less than 8 weeks 100% of total rental charge. Your Security Deposit is not affected by cancellation charges and will be refunded.

Cancellation by us

In the unlikely event of cancellation by us we will fully refund any monies you have paid.

Accommodation

Subletting, sharing or assigning is strictly prohibited.

Total Number in party

The maximum number of guests permitted is 6 due to State Fire Regulations and includes all people regardless of age or size. Under no circumstances may the number of people stipulated in the property description be exceeded and only those listed on the Booking Form may occupy the villa.

Composition of Parties and Age Limits

We provide family holidays and it is the owner's policy not to accept bookings from groups of young people under the age of 25 and/or all male or all female parties. This policy is not intended to be discriminatory, but is merely to protect our interest.

Use of Swimming Pool

Swimming pools are dangerous and the Owner's pool is not to be used by children without adult supervision. Owner will not be liable for any loss or injury resulting from the use of the villa and the pool.

For the Guest's own safety, glass or bottles are not allowed in the pool or lanai area. Plastic glasses are provided. Guests will be liable for the full cost of any damage (including loss of rental income while any damage is repaired) if the swimming pool terms and conditions are not adhered to. Guests must not change or touch the pool heater and control valves.

Smoking

For your comfort and safety smoking is prohibited within the villa.

Pets

Pets or other animals are not permitted within the villa.

Insects and Pests

Insects and pests are an inevitability in the Florida climate. The villa receives periodic pest control treatment. Only when, in our opinion, pests in the living accommodation are a serious nuisance will further action be taken.

Inventory

No items may be removed from the villa. This includes linens, towels, chairs, and sun loungers.

Loss and Damage

Please report any breakage or damage to the Management Agent, Manatee Tropical Villas on 941 870 2741 or from within the US Toll Free on 1 866 761 4161. Any loss or damage costing above the Security Deposit must be fully reimbursed by the Guest within 14 days of departure.

Agreement

The Guest agrees to pay the full cost of any breakages, losses or damage to the property, to take good care of the property and leave it in a clean and tidy condition at the end of the holiday, to report any damage or loss immediately it is discovered to the management, to permit the management team or their agents reasonable access to the property to carry out any maintenance if necessary, and not to sublet or share the property except with persons nominated on the Booking Form.

Liability

The owners do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects, however caused in the use of the villa or pool. 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 villa premises (both interior and exterior including garage, pool and lanai areas). No liability is accepted by the owners for loss of main services or failure of appliances, nor for the consequences of the actions or omissions of persons who may 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 owner or management team.

The owner does 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 guest(s) is/are responsible for taking out an adequate insurance policy(ies) to cover all risks. This waiver is also applicable to people visiting the property as guest(s) of the guest(s).

The owner does 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 guest(s) and other people occupying the property during the period of the rental.

All descriptions, pictures and content, relating to our website, brochure and advertisements are made in good faith and every care taken to ensure their accuracy. No liability will be accepted in the event of any error.

Insurance

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

Travel Documents

It is the Guest's responsibility to ensure that passports, travel documents and visas are in order and valid.

Complaints

In the unlikely event that the Guest has any reason for complaint or dissatisfaction, they must contact the Management Agent, Manatee Tropical Villas on 941 870 2741 or from within the US Toll Free on 1 866 761 4161, so that speedy and remedial action is taken.

Internet Access

Internet access must be requested. The Terms and Conditions are available as a separate downloadable document.
