

Terrace View @ Terrace Ridge

Booking Terms & Conditions

1. Reservation

After making your reservation with us by email or by telephone, a copy of these terms and conditions and our booking form will be sent to you by email. The booking form must be duly completed and signed by the first named person on the booking form. This should be the party leader; he/she must be over 21, and authorised by all members of the party, who are listed on the booking form, to accept our booking conditions on their behalf. By your completion and submission of the booking form, it is deemed that you have read and agreed to abide by these terms and conditions whether signed and or emailed/mailed back to the owners. Everyone occupying the property (including an overnight stay) must be listed on the booking form, including infants. This is Florida State Law and must be adhered to. All documentation will be sent to the party leader, who should duly appraise the other party members of any information. Bookings are reserved for 7 days pending receipt of the signed booking form and a 20% non-refundable deposit. Upon receipt of the booking form and deposit, confirmation of the booking will be sent to you in writing by either email or post/mail. Please check carefully to ensure it is correct, if not please inform us immediately. Our home is booked solely for use of those persons named on the booking form unless agreed in writing with the owners.

2. Payment

The outstanding rental balance is payable 8 weeks prior to your arrival at the condominium along with the security deposit (see section 3). If you were to book the Condominium less than 8 weeks prior to your arrival then the full balance plus security deposit would be due immediately. Payment can be made in UK£ or US\$ by cheque/check, direct to our UK or US bank account, money order or credit card through PayPal (additional 4% charge). PayPal accepts most currencies worldwide.

3. Security Deposit

8 weeks prior to arrival at the Condominium you are required to pay the refundable Security deposit of £150/ \$250 in case of breakages, theft, loss, damage, excessive cleaning or trash removal. Should you wish to rent our GPS/Satellite Navigation system then the security deposit will be increased to £250/\$400. This shall be refunded in full within 14 days after your return from our Condominium once our Management Company have inspected the property. You will also be liable for any amounts due in excess of the Security Deposit amount and this must payable within 14 days of the invoice being sent to you. All breakages, loss or damage should be reported to our Management Company immediately. On the very rare occasion that a security deposit is retained in full or part you are also liable for our Management Company's time for replacing the items. Whilst guests are not expected to clean the Condominium it is a term of your booking that you agree to leave the property in a tidy and acceptable standard

4. If you have to cancel your holiday

If unfortunately any member of your party needs to cancel the booking, we would ask that we be informed immediately in writing, by the party leader. Cancellation will be effective from the date it is received by us. Cancellations are subject to a charge detailed below as a percentage of the total amount due dependent on the time you cancel.

5. Cancellation notice given

More than 8 weeks prior to arrival = loss of deposit

5-8 weeks = 50% of the total rental charge

0-4 weeks = 100% of the total rental charge

If you need to cancel and are able to notify us over 8 weeks prior to your arrival date, we will be more than happy to apply your deposit to a future reservation. No refunds will be given if guests elect to leave the property early. For most reasons beyond your control cancellation will be covered by your travel insurance. But cancellation due to financial reasons or no longer wishing to travel is not included in your travel insurance.

6. If we change or cancel your holiday

In the unlikely event that due to circumstances beyond our control, we need to make changes to or cancel your booking, we will inform you as soon as possible. We reserve the right to cancel any bookings at any time, and will only be held liable to refund monies already paid by you the client. In cases of 'force majeure' your booking may need to be terminated prior to the scheduled conclusion of your booking. This however is extremely unlikely to occur although if the situation arises we will not be able to offer refunds, pay compensation or reimburse you for any expenses you may incur. Your travel insurance may cover you for these events.

7. Condominium Occupancy

The Condominium's maximum sleeping capacity of 8 persons must not be exceeded, in order to comply with the State of Florida fire regulations. You may occupy our Condominium from 4 pm on the first day of your confirmed rental period. You would normally be expected to vacate the Condominium by 10 am, on the final date of your confirmed rental period. Should you require a later check out please check with the management company towards the end of your stay, however it cannot be guaranteed. Should you arrive early or depart late without prior authorisation from the Management Company or the Owner a \$50 fee will be charged, this will be deducted from the security deposit. Upon check out keys must be returned to the lock box. If keys are not returned or are lost during your rental period we reserve the right to charge the guest \$150/£100 to replace the locks to the condominium.

8. No Smoking, Pets, Drugs or Firearms

We have a strict no smoking/ no pet's policy inside the condominium and on the patio/balcony. If you do smoke inside the property or patio/balcony area or bring a pet into the condominium you will be charged £100/\$165.00 to have the property shampooed and deodorized. The condominium is licensed by the Florida State's Hotel and Restaurant Licensing Authority as a non-smoking property and compliance is mandatory. Smoking is only permitted downstairs in the car park area or on the grass away from the condominiums. Drugs and Firearms are prohibited from our condominium. If either of them were discovered you would be asked to leave, forfeiting your stay and any payments or deposits made.

9. Telephone calls incl. 911 Calls

911 calls or any other calls may not be made from the telephone if there is a loss of power or connection failure with the ISP or broadband connection or the router or modem has been switched off or is not working. Neither the management company nor the owner will be held responsible for this. Landline Calls are 'Free' to the countries mentioned in the owner's information manual which can be found in the property or a list can be supplied upon request. (Vonage, the VoIP provider may change this at any time). The telephone bill will be checked by the owner after each stay and if any calls have been made that are chargeable such as premium rate numbers, countries not mentioned or mobile/cell numbers excluded from the plan they will be deducted from your security deposit.

10. Personal Safety

The owners cannot accept any liability for your personal safety during your stay at the condominium. Guests are reminded to exercise care as to personal safety of themselves and all party members. Wherever possible, valuables should be left secure and out of sight.

11. In case of complaint

Things do occasionally go wrong, and we promise you we shall make our best endeavours to rectify faults to your satisfaction. You must inform our local management company immediately in order that the problem may be documented and rectified as soon as possible. If you are not satisfied with the solution please make this known to us in writing within 7 days of you returning home. We will not accept liability for any dissatisfaction or other complaints not reported to our management company during your stay. The owners nor their Management Company cannot be held responsible if any of the Resort's or Condominium's facilities are not available during the rental period. The Management Company are available during normal office hours and can be contacted in an emergency outside of this.

12. Force majeure

We cannot unfortunately be held responsible nor accept any liability where we are prevented from fulfilling our contractual obligations by 'force majeure'. These include but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes and other industrial disputes, natural disaster, fire, acts of God, terrorist activities, technical difficulties with transportation and utilities, closure of ports or ferries, quarantine, epidemics, weather conditions, government action or other events outside our control. Your travel insurance may cover you in some of these events.

13. Liability

The owner nor their management company does not accept liability for any death, injury, damage or loss sustained by any member of your party or any person who enters into the condominium or who uses the Resort's facilities during your confirmed rental period either by your invitation or not. Nor do we accept any responsibility should you leave any personal belongings behind after you have vacated the property. Guests are specifically requested not to allow unsupervised children to use the pool or be left unattended on the patio/balcony. Local laws apply.

14. Owners Access

The owners and their Management Company reserve the right of entry at any time to the property. (This includes scheduled maintenance workers for repair issues). Wherever possible they will provide reasonable advance notice.

15. Travel Insurance.

It is strongly recommended that you and all members of your party take out travel/medical insurance for the rental period. All matters arising regarding to loss and injury should be directed to the respective insurance company. It is your responsibility to ensure that your cover is sufficient.

16. Code of Conduct

Please do not do anything that is likely to inconvenience your neighbours. The Terrace Ridge East Home Owners Association has strict rules regarding noise especially between the hours of 11 pm and 7.30 am.

17. Terms and Conditions

The owners reserves the right to amend these booking terms and conditions at any time, please ensure that you visit our website www.condoaterraceridge.com for our most up to date terms and conditions or request a copy from the owners.

18. Governing Law

This agreement shall be construed in accordance with and governed by the law of England and Wales and each party agrees to submit to the non-exclusive jurisdiction of the courts of England and Wales.