



# Booking Request

## emerald retreat

## Terms and Conditions of Rental

### Security Deposit

A security deposit is charged to cover the cost of any property or contents damage. Whilst the deposit may be more than charged by other owners, we believe this is relative to the level of furnishings and facilities that we have provided. After all, we are making available to you a property that is equipped lavishly with only the best available.

This does not in any way limit your liability. Should any damage occur to the property that exceeds the security deposit that you have paid, we will bill you accordingly. Failure to make prompt payment will result in legal action.

Any telephone calls in excess of your \$10 allowance will also be charged. Remember, this is only a deposit, if you look after and respect our property we will refund it in full approximately 30 days after you leave.

Deductions may also be made if excessive cleaning is required. If you decide not to clean the BBQ, \$50 will be levied by our management company to restore it to good health.

### Alarm & Security

Proper use of the Alarm is a requirement. It is essential that the contents of the home are fully protected and insured when it is unoccupied, even for short periods. Please set the alarm whenever you leave the property unoccupied. Failure to do so will result in the loss of your security deposit. Whenever you leave the property you must ensure that all doors and windows are secure.

### Force Majeure

The owner accepts no responsibility or liability whatsoever for any loss, damage, injury or alteration to the terms of the booking caused by events beyond the Owners' control including (but without prejudice to the generality of the foregoing) war, civil commotion, flight delays or cancellations, adverse weather conditions, fire, flood or industrial dispute.

### Check-in & Check-out

Unless you have made special arrangements with the owners you must not check-in prior to 6:00pm and you should be ready to leave the premises on your final day by 11:00am.

### Complaints

Should a problem arise relating to the premises you should contact Loyalty Management on 407-397-7475. Remember, if you are calling from the property you will first need to dial 9 to obtain an outside line. In most cases problems can be resolved if this procedure is followed. If you feel that the problem needs to be escalated to the owner, please email [mona@scurtis.com](mailto:mona@scurtis.com). We will ensure that your concern is addressed promptly. The owners are based in the UK, so please bear in mind that there is a +5 hour time differential.

### Liability

The Owner of the premises accepts no responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects however caused. Guests are specifically requested not to allow unsupervised children in or around the pool. NO DIVING.

### Brochure Description

All brochure descriptions are made in good faith and every care taken to ensure their accuracy, but no liability will be accepted in the events of any error. The owner may update the brochure or website descriptions at any time.

### The Accommodation

The accommodation booked can not be sublet, shared or assigned. Only the persons shown on the Booking Form are permitted to stay in the property booked.

### Breakage & Damage

It happens! We know! But please let us know promptly so that we can correct any problems prior to the arrival of our next guests.

### Handbook

The house is equipped with a comprehensive handbook detailing correct usage of the facilities provided. Please take the time to read the handbook which will ensure that you make the most of your stay and identify additional risks that you may not have considered. Instruction manuals are provided for all equipment, please refer to the original manufacturers documentation in addition to the handbook.

### Telephone

All local telephone calls are free. You have a \$10 call allowance. The phone is unrestricted for your convenience. Any call charges over and above the \$10 will be deducted from your security deposit.

### Pool & Spa

Under no circumstances should you alter any of the pool controls or valves. The spa is intended for short periods of use only. If you make use of the Spa please ensure that you do not forget to switch it off at night. Additional costs may be incurred if you fail to do so.

### Neighbours

Please be respectful of others around you. A quiet time between 9:00pm and 9:00am is strictly enforced.

### General

Wet surfaces, such as around the pool area and the tiled areas in the house will be slippery when wet. Please exercise caution. The chemicals required to maintain the pool can damage clothing and furnishings. Please ensure that you do not sit on the furniture with wet clothes. The American sewage plumbing system to the property is only half the size of the UK's system. Please be careful and only put toilet paper down the toilet. A fee will be charged by the Management Company should a blockage need to be removed.

### No Smoking policy

We ask you to refrain from smoking on any part of the premises that is not open to at least 6 miles of clear sky above you. Please dispose of any butts in a tidy manner, not by throwing onto the grass surrounding the home.

### No Pets policy

Under no circumstances are pets allowed into the property.

Please initial to indicate your agreement with these terms and conditions

INITIAL
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PAYMENT SCHEDULE	DUE DATE	AMOUNT

## METHOD OF PAYMENT

<input type="checkbox"/> CHEQUE	PLEASE MAKE CHEQUES PAYABLE TO MRS MONA CURTIS	
<input type="checkbox"/> VISA	CARD NUMBER:	
<input type="checkbox"/> MASTERCARD	START DATE:	
<input type="checkbox"/> SWITCH/DELTA	EXPIRY DATE:	
<input type="checkbox"/> AMERICAN EXPRESS	NAME ON CARD:	
	SECURITY DIGITS:	

### Booking Terms

Full payment is due 12 weeks before the date you arrive at the home. No reminder will be issued. Bookings made within 12 weeks of arrival are payable in full at the time of booking. The security deposit will be returned within 30 days of vacating the property in good order.

You may change your booking. If you do we will make every effort to accommodate your requests. There is an administration fee per week for this service and you should be aware that the dates you require might not be available.

The client may cancel the holiday booked at any time after it has been confirmed. Cancellation must be in writing.

We reserve the right to cancel the holiday if payment has not been received in accordance with our terms & conditions.

The following cancellation charges will apply to all rentals cancelled.

- More than 84 days prior to departure - loss of rental deposit (12 weeks)
- 42 to 84 days - 50% of total rental (7 – 12 weeks)
- Within 42 days - 100% of total rental (7 weeks)

The accommodation provided is only for the use of persons named by the client on the booking form; subletting, sharing or assigning is strictly prohibited.

The property will be available to clients after 6:00pm EST on the day of arrival, unless otherwise agreed. All accommodation must be vacated by 11:00am EST on the day of departure, unless otherwise agreed.

An adult must accompany persons under the age of 18.

### Acceptance

I have read and accept the Booking Terms as well as the accompanying terms and conditions document, which is separate to this form.

I understand and agree that I am responsible for all loss or damage to the property or its' inventory during the Rental Period and that the owner can deduct sums from the security deposit to cover such eventualities.

Examples for which a deduction might be made are as follows: Early arrival or late departure charges, Damage to the Property or its' equipment, Loss or breakage of inventory items, Phone calls in excess of a \$10 allowance. If property or inventory damage exceeds the amount of the security deposit we will bill you and you agree to pay the shortfall.

I understand that this booking request is not a confirmation of the booking, the booking will not be firm until this signed document, together with cleared payment, has been received by the owner and the owner confirms acceptance in writing.

SIGNATURE	PRINT NAME	DATE

PLEASE RETURN THIS SIGNED FORM TOGETHER WITH YOUR PAYMENT TO THE FOLLOWING ADDRESS:  
 12 WARMINGTON GARDENS, DOWNHEAD PARK, MILTON KEYNES, MK15 9BP, ENGLAND.  
 Alternatively please Fax to +44 870 170 9501