

Term and conditions

Butterfly Villa Orlando

Access

All guests shall permit the owner, our property management company & any appointed tradesmen access to the property at any reasonable time to carry-out any routine (this includes such workers as pool maintenance, gardeners, etc) or emergency maintenance work.

Bookings

Check in time: 4:00 PM ~ Check out time: 10:00 AM

Early Check In and Late Check-Out based upon availability. Note, for check-in the person registering must be 21 or over. Our management company will give you the keys. The office is open 8am to midnight on the west US192, just 5 minutes from the villa. They require a valid driver's license or another form of photo ID and a valid credit card (a pre-paid credit card is not acceptable). **Keys cannot be handed out without a valid credit card.**

Booking Deposit

A non-refundable deposit of 25% per stay is payable within 7 days of making your booking. If the deposit is not received within 7 days we reserve the right to cancel your booking. The booking will be confirmed to you once the deposit has been cleared, usually within 7 days of receipt of your deposit. Once your booking is confirmed the deposit will be non-refundable but will be deducted from the full amount payable.

Cancellation

Notice of any changes or a cancellation must be made in writing at least 8 weeks before departure. In the event of cancellation by you within 8 weeks of your departure date the following charges will normally apply:

- 8 or more weeks before arrival – initial deposit
- 6-8 weeks before departure - 30% of property rental charge
- 4-6 weeks before departure - 70% of property rental charge
- Less than 4 weeks before departure -100% of property rental charge.

In the unlikely event that circumstances beyond our control results in the cancellation of the booking, we or our property Management Company reserves the right to cancel the booking. In this instance any refund will be limited to any monies already paid by you.

Cancellations made by owner - Due to force majeure

For contractual clarity force majeure is defined as "unusual and unforeseeable circumstances beyond our control, the consequences of which we could not avoid even with the exercise of all due care", including (by way of example only) war or threat of war, riots, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions or airline rescheduling."

In no circumstances will any compensation be payable by us or our property management company as a result of any cancellation due to force majeure.

Changes made by owner

With the exception of force majeure (see above clause) we may need to amend certain aspects of the accommodation, which we reserve the right to do at any time. Minor changes, if they occur, may not necessarily be advised and will not qualify for compensation. In the case of a major change we will inform you as soon as is reasonably possible, if there is time before your departure. Once a change has been confirmed and accepted by you, no further claims for compensation or additional expenses will be allowed.

Cleaning

The rental price includes one clean per stay. If additional cleans are required this should be arranged directly through our management company and will be payable locally. If you have booked a reservation for less than 5 nights you should see a "Clean" charge included in the above charges. This charge is also subject to sales and hospitality taxes (13%).

Climate

Florida has a humid subtropical climate. As such spiders, insects, bugs, pests, amphibians, snakes and rodents are indigenous to the area. Their presence is no reflection on the cleanliness of the property. The villa is treated inside and out periodically as part of a pest and termite control program; however, it is possible that some may appear occasionally. As we do all we can to try to ensure that this does not occur, please note we accept no liability whatsoever for the presence of any of the above. In order to try to avoid these entering the villa interior, please do not leave doors and windows open unnecessarily. All unwrapped food should be placed in the refrigerator as uncovered food can attract insects very quickly. Any added cost for pest control services incurred due to lack of care on your part may be passed to you. Please contact our management company immediately in the event of an excessive pest appearance so that these can be dealt with speedily and professionally.

Complaints

In the unlikely event of a problem arising while you are on holiday (relating to the villa) you should immediately contact our management company who will seek to resolve the matter speedily. For real emergencies (relating to the villa) they are available 24 hours. Your satisfaction with our villa is paramount to us and should you consider that the matter is of such a serious nature, we ask you to contact us directly as soon as possible or within fourteen days of your departure from our villa. However, please note, if the problem has not been reported to the management company then we cannot accept any responsibility.

Confirmation

Please check for accuracy. Ensure dates, accommodation type, name and addresses, as well as, quoted rates are correct. If any changes are necessary call us immediately. Please keep your confirmation number handy as reference when you call.

We will send confirmation directly to you either by email. The confirmation will contain your requested dates and other relevant information. You are required to carefully check your written confirmation to ensure that it is correct and exactly matches your requirements. If it does not, you are required to contact us within 24 hours of receiving your confirmation to inform us of any inaccuracies.

Insurance

This is not included. We do not provide any insurance cover and you are strongly advised to take out adequate travel or holiday insurance, to cover cancellation, accidents, illness or damage. Please ensure you have specific and sufficient holiday insurance to cover all your needs.

Liability

You are advised that you are occupying a private property and therefore are responsible for your own safety in respect of any loss, personal accidents or damages sustained by you or any members of your party during your stay. It is your responsibility to ensure that you have adequate holiday insurance to cover personal injury / accidents / damage. No claims whatsoever will be accepted by us or our property management company. We and our property management company accept no liability for loss of mains services or failure of appliances or of any actions taken in the vicinity of the property by any authority or third party persons beyond their control.

Payment

A non-refundable deposit of £150/\$300 per week of your stay is due within seven days of your provisional booking, together with your completed booking form. We will send you confirmation of your booking upon receipt of your deposit. The balance of the payment is due eight weeks prior to your arrival date. Details of the villa and direction, Management Company, all codes etc will be sent approximately 2 weeks prior to your trip. Full payment of the outstanding balance must be received at least 8 weeks before departure.

If the balance is not paid in time, we reserve the right to cancel the booking and retain the deposit. All reservations made less than 8 weeks prior to departure will require full payment at the time of booking.

Pool

All guests use the pool and its surrounding areas at their own risk. Children are required to be supervised at all times when using the pool or on the pool deck area. We and our property management company will accept no responsibility for any loss or personal injury incurred from using the pool or its surrounding areas. DO NOT TAKE GLASSES OR BOTTLES ONTO THE PATIO AREA.

Pool heating

The cost of pool heating is not included within the villa rental prices. If you require pool heating this should be requested at the time of booking and the cost will be added to your invoice at the rates shown on our website.

Prices & Surcharges

Whilst we make every effort to avoid amending prices, we reserve the right to do so at any time.

Rental period

The rental period shall usually consist of a Saturday-to-Saturday booking, however other periods are available (please ask for details). Stays of five nights or less will attract a cleaning fee of £70/\$90. The cleaning fee is not charged to guests who stay six nights or longer. The villa is available for occupation from 4.00pm local time on the day of arrival and must be vacated by 10.00am on the morning of departure. Unless previously agreed with the owner, vacating after 10.00am may incur a charge equivalent to one day's accommodation cost. Guests can arrange to arrive earlier or depart later if the villa is not already reserved for other guests on those dates.

Registration

IPG Reception is open from 8am-12am 7 days a week for the convenience of guest's registration. The process for registration is as follows

1. On check in IPG collects a Security Deposit of \$500.00 which is just an authorized hold and not a charge. Upon the guest departure, if no damages are found 7-10 business days later the authorized hold is released as long as the payment was not rendered with cash (please refer to the last paragraph).

2. IPG also offer another form of Security Deposit which is the Security Insurance plan, the cost to the guests at check-in is \$69.00 **which is a charge and non-refundable whether damages are made or not** and it covers the guests in the event that damage deemed to be of an incidental nature does occur for up to \$3,000.00. When a guest elects to purchase the Security Insurance they are informed and sign the form that indicates that anything deemed to be of an un- incidental nature will be charged to the Credit Card they provide at check-in. We require a credit card on file and it must have a credit card logo: Visa, MC, AMEX and Discover. * Please note that regardless as to what option a guests selects they will still require a copy of a valid credit card (please see below paragraph) and a valid photo ID. (Passport, Drivers License, etc..)

3. In the event you arrive at IPG following 12am when the office is closed it will be necessary for you to use IPG lockbox which is wall-mounted outside of the front doors of their reception. We will provide you with the assigned lockbox code for that particular month so you can open the lockbox and remove the envelope with your name on it which will contain keys and directions to our property and registration paperwork which must be completed and returned the following morning when the registration process is completed.

Security Deposit

The sending of the booking form confirms your acceptance to pay any damage of any kind caused by your occupancy of the property.

The cost of repairs and/or replacements will be deducted from security deposit prior to the return of the balance. The security deposit will be fully refundable 2-3 weeks after your departure from the property, providing there are no claims against it. In the event of any excess damage of any kind, excessive cleaning costs by our agents or excessive use of electricity (caused by leaving external doors open with the air conditioning on) the named person on the booking form will be held responsible for all additional costs which exceed the security deposit.

Party Size

The maximum capacity that our villa is licensed for is 10. Everyone occupying the property must be listed on the booking form, including small children.

This is Florida state law and must be adhered to. The accommodations cannot be shared or sub-let and only the persons shown on the booking form are permitted to stay in the property. Persons under 21 years of age are not acceptable unless accompanied by parents or responsible adults.

The property is fully licensed for short-term rentals in Florida. The owners reserve the right to refuse admittance if this condition is not met. Failure to comply will render the booking void and no compensation will be paid.

Smoking

Smoking is not permitted inside the property. In the event that this condition is breached then the cost of cleaning and refreshing the property will be deducted from the security deposit.

Safety and Security

To comply with the state fire regulations, under no circumstances may more than the maximum numbers of persons identified on the booking form occupy the property.

The swimming pool is used entirely at the guest's own risk. No diving is allowed and children must be supervised at all times while in the pool area. Glass is not permitted in the pool area at any time. Please use the plastic items provided. In line with Florida law a retractable safety fence is in place around the pool, this is to ensure children cannot enter the pool without the knowledge of the adults in the party. The guests are solely responsible for the correct use of this very important safety device.

Pets

Under no circumstances are pets of any kind permitted.