



Eaton Vacation Villas

Booking Terms & Conditions

- The signing of Booking Form and payment of booking deposit by the party leader confirms acceptance of these terms and conditions and shall be binding on all the persons booking and intending to occupy the home.
- No persons other than those named on the booking form may occupy or use the home without the written consent of the owners.
- No more than 6 persons (including children) may occupy the home without the written consent of the owners.
- No parties of guests who are all under the age of 23 will be accepted.
- No pets will be accepted.
- For the comfort of all guests, smoking is not permitted in our home. Also please note that you may not smoke in the pool areas, clubhouse, playgrounds, sports courts, gym, games room & theatre room.

Online Booking

- Even after a booking has been accepted and payment has been made online, a booking is NOT confirmed until a correctly completed Booking Form has been received by the property owner. Failure to provide a booking form will result in cancellation of the booking.
- The fee displayed by the online booking tool includes the refundable damage deposit and cleaning fee (see below).

General

- All stays will incur a cleaning fee of 75 US Dollars plus tax (70 GB Pounds). This will be included in your total price.
- The rental period commences at 4pm local time on the first day of the booking and the property must be vacated by 10am on the day of departure unless previously arranged.
- Telephone calls to land lines are free to the US, Canada, Puerto Rico, UK, Spain, France, Italy and Republic of Ireland. All other outgoing calls (including international calls to cell/mobile phones) must be charged to clients' credit card or calling card. Any other activity which incurs telephone charges will result in a corresponding deduction from the security deposit.
- With the exception of pool towels, all bed linen and towels are provided for clients' use. Towels must not be removed from the unit. Clients should supply own pool towels.
- Daily maid service is not provided. A mid-term clean can be arranged for an additional fee.
- Directions to the home and contact details of the local Management Company will be sent 2 weeks before the rental commences.

Resort Rules

- Parking passes must be obtained from the clubhouse as soon as possible after arrival, and must be displayed in the vehicle. Vehicles not displaying a valid parking pass will be towed at renter's expense.
- Observe the posted speed limits and stop signs. This is a family resort with young children.
- Guest vehicles that are trucks (other than pick-up trucks less than or equal to ½ ton), commercial vehicles, boats, house trailers, boat trailers, mobile homes, campers, vehicles carrying commercial roof racks or ladders, and trailers of any description, will not be allowed to stay on the property. This includes vehicles displaying advertising or company logos (no matter how small). All vehicles must be in good physical condition.
- Do not store any items outside the home, in the yard or the courtyard area. Doing so will result in an Association Violation for which we will be charged and the resulting amount will be deducted from your security deposit.

Payment Details

- (Not applicable to Airbnb, TripAdvisor/Flipkey or HolidayLettings online bookings). A non-refundable deposit of 20% is due within 7 days of return of the completed Booking Form. On clearance of payment, the owners will send a receipt and confirmation of booking
- (Not applicable to Airbnb, TripAdvisor/Flipkey or HolidayLettings online bookings). Payment of the balance is due in full 8 weeks prior to commencement of rental period (12 weeks for monthly rentals). If the booking is made within 8 weeks of commencement of rental period then the entire balance is immediately due.

Damage Deposit

- A refundable damage deposit of 300 US Dollars (250 GB Pounds) is payable. This must be paid either with the final balance or 3 weeks before the rental commences. (Airbnb, TripAdvisor/Flipkey & HolidayLettings online bookings already include this deposit in the total). Failure to pay the deposit will result in cancellation of the rental and forfeit of all monies paid.

- The client is held responsible for any damage or breakages that may be caused to the property, its contents, and any items in the inventory during the stay. All damage or faults caused or found at the home must be reported to our management company at the earliest opportunity.
- The deposit will be refunded approximately 30 days after departing the property (earlier for Airbnb, TripAdvisor/Flipkey & HolidayLettings online bookings). This is subject to a satisfactory report from owners' management company following the post-checkout housekeeping, and provided that
 - No damage is done to unit or its contents, beyond normal wear and tear.
 - No charges are incurred due to contraband, pets, smoking, phone calls not included in calling plan, Association Violations, or collection of rents or services rendered during the stay.
 - All debris, rubbish and discards are placed in the dumpster, and soiled dishes are placed in the dishwasher.
 - All keys are left in the lock box and unit is left locked.
 - All charges accrued during the stay are paid prior to departure.
 - No linens (including towels) are lost or damaged.
 - The renter is not evicted by the owner (or representative of the owner), the local law enforcement, the security company employed by Venetian Bay Villages.
 - The home occupancy limit (6 persons) is not exceeded.
 - No unauthorised parties and gatherings.
 - No groups under 23 years of age.
- The owners reserve the right to retain the security deposit (either in part or full) to cover breakages, damage, cleaning beyond that normally expected, or non-return of the keys. In the unlikely event that retention of the security deposit is required, receipts for repairs/replacements will be provided where possible.
- Unauthorised late departure or early arrival will result in a minimum of half the applicable daily rate being withheld from your damage deposit.
- 1 key for the home will be provided. In the event of being locked out, the client should phone owners' management company immediately to regain access to the home. This will incur a charge for their service (actual charge will depend on the call out time).
- The owners reserve the right to seek recompense for any and all damages caused which exceed the value of the security deposit.
- Florida has a sub-tropical climate and care must be taken with food that is left uncovered. Aside from spoiling, food left uncovered can attract insects very quickly. If lack of care by client results in additional costs for pest control services, these may be deducted from the deposit.

Cancellation

- In the event that client cancels the booking the following charges will apply.
 - More than 8 weeks prior to commencement of rental - booking deposit only
 - 6 - 8 weeks prior to commencement of rental - 50% of rental costs
 - 4 - 6 weeks prior to commencement of rental - 75% of rental costs
 - Less than 4 weeks prior to commencement of rental - 100% of rental costs

Where guests have paid in one payment, the "booking deposit" will be considered as being 20% of the rental costs.

If the owner is able to re-book the cancelled period then they may at their discretion return most or all of the rental monies paid (minus the booking deposit).

- (Monthly rentals.) In the event that monthly renter cancels the booking the following charges will apply.
 - More than 12 weeks prior to commencement of rental - booking deposit only
 - 10 - 12 weeks prior to commencement of rental - 50% of rental costs
 - 8 - 10 weeks prior to commencement of rental - 75% of rental costs
 - Less than 8 weeks prior to commencement of rental - 100% of rental costs

Where guests have paid in one payment, the "booking deposit" will be considered as being 20% of the rental costs.

- Clients should ensure they have Travel Insurance to cover losses if cancellation is beyond client's control and results in financial loss.
- Should the final payment or security deposit not be received by the due date the booking shall be deemed cancelled and the deposit shall be forfeit.
- In the unlikely event that the owners have to cancel the booking, the owners' liability shall be limited to the return of any rental monies paid. Alternatively the owners will endeavour to arrange alternative accommodation of a similar standard with the mutual agreement of the client.
- Should the client wish to change the booking up to 8 weeks prior to the commencement of rental there will be an administration charge of 35 US Dollars (30 GB Pounds) per booking. No changes to the booking are permitted within 8 weeks of commencement of rental period.
- Internet services, cable TV, DVD players etc. are provided as a convenience only & are not integral to the lease. No refund of rents shall be given for outages, content, lack of content, speed, access problems, lack of knowledge of use, or personal preferences with regard to services.

- Pool facilities, BBQ grills and other resort amenities are a courtesy of the Venetian Bay Villages association, and in the event of failure, the repair or replacement is not guaranteed during the time of your stay.
- The above cancellation policy also applies if a client cancels as a result of a 'Health Scare' at the destination (including 'disinclination to travel') e.g. Flu Outbreak. If a client receives official government advice not to travel then they may be able to make a claim on their Travel Insurance. Clients should check their Travel Insurance to confirm under what conditions they can claim from their insurer.

Hurricane or Storm Policy

- No refunds will be given unless:
The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning" area. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning" area, we will refund:
 1. Any unused portion of rent from a guest currently checked in,
 2. Any unused portion of rent from a guest that is scheduled to arrive, and wants to delay arrival until after the Hurricane Warning is lifted

Liability

- The owners and their agents do not accept liability whatsoever for death, personal injury, accidents, loss or damage to all persons or personal effects however caused as a result of use of the home and resort facilities. It is clients' responsibility to ensure that children are always supervised properly in and around the pools and inside the home.
- No liability is accepted for the loss of service utilities (for example electricity) 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 owners.

Force Majeure

- The owners or their agents cannot accept responsibility, be responsible or be liable in respect of damage or changes caused by Force Majeure, for example strikes, floods, closure of airports, weather conditions or other events beyond owners' control.

Complaints or Dissatisfaction

- In the unlikely event of a complaint during the stay please contact the Management Company (not Eaton Vacation Villas) immediately. If the matter cannot be resolved client should contact the owners in writing within 14 days of the end of the rental period. If the problem has not been reported to the Management Company the owners cannot accept any responsibility or liability.