



## Secret Key Villa – Kissimmee, Florida - Booking Terms & Conditions

**Deposit :** A booking deposit of £ 250.00 is required to secure the reservation.

**Balance :** The balance and security deposit is required to be paid two calendar months before arrival at the villa. If the balance is not paid by the due date the owner reserves the right to cancel the reservation.

**Security Deposit :** £ 300.00 will be requested in addition to the balance to be refunded within 28 days of villa departure pending property inspection by Greendale Property Corp. Any costs incurred, including but not limited to, damage to the property and any contents and excess cleaning will be deducted from this deposit if necessary. Any damages must be reported to the management company immediately.

**Payment :** Payment can be made by bank transfer or PayPal. Payment details will be provided when booking is requested.

Payment via PayPal will incur a surcharge to cover the transaction costs. This is subject to the transaction fee for the relevant country and all banking fees will be paid by the guest.

**Minimum Stay :** A minimum stay of 4 days will incur a cleaning surcharge of £ 100.00 / \$ 120.00 including all local taxes and a stay of 5 days or more will eliminate this charge.

**Cancellation Charges :** Please notify in writing immediately in the event of cancellation.

The following conditions apply to a cancellation:

MORE THAN 2 CALENDAR MONTHS BEFORE VILLA ARRIVAL - Deposit forfeited

BETWEEN ONE AND TWO CALENDAR MONTHS BEFORE VILLA ARRIVAL - 50% of total cost forfeited

LESS THAN 28 DAYS BEFORE VILLA ARRIVAL - 100% of total cost forfeited

**Resort Access Card :** Emerald Island is a gated community with gate security 24 hours a day, 7 days a week. The entry procedure requires you to obtain a gate access card per vehicle which will act as your passport to gain entry onto Emerald Island and to access amenities around the resort. There is a \$20 fee per access card. There is a minimum charge of one Resort Access Fee per reservation even if you have no vehicles. To enable you to obtain the access card we will need to provide the resort clubhouse with your email address and date of arrival. You will then receive an automated email from Emerald Island Resort detailing the procedure for you to make the payment before arrival to speed up check-in and reduce lines at the gate entrance. On initial arrival the resort, you will need to provide ID and registration to the security attendant at the guard house. If the resort fee is prepaid, then the security attendant will print the paid resort pass. If the pass is not prepaid, you will be directed to the clubhouse to provide resort fee payment to obtain the access card. Emerald Island Resort clubhouse only accepts credit card payment only. This would be initiated on completion of payment for your stay.

**Pool Heating :** Optional between the months of November - March if desired and should not be necessary outside of this period. Pool heat is charged at £ 30.00 per day / £ 210.00 per week including all local taxes and may be requested at the time of initial booking and paid within the final balance. We do not accept liability for failure of pool heat to provide adequate heating where pool heat is provided via an electrical heat pump and where the outside air temperature drops below 65 degrees Fahrenheit. Electric heating pumps do not operate effectively below this temperature and failure of such devices to heat the pool is outside of our control and is regarded as an act of nature. In most cases your pool will warm to a daytime temperature of between 75 and 84 degrees. Prior to paying for pool heat we strongly suggest contacting us to discuss options.

**Pool Alarms :** Pool alarms are fitted to all doors leading out onto the pool patio area to alert guests when the doors are open. Please do not switch the pool alarms off as these are required in all rental properties to ensure the safety of young children.

**Accommodation** : Access to the property can be made at 4pm on the first day of rental and must be vacated by 10am on the agreed departure date.

The home is reserved exclusively for the guests named on the booking form and no other person is permitted to stay.

A cot and a high chair are provided at the villa. However, a BBQ is available by arrangement and an extra charge. BBQs should not be placed on any concrete surface. The best location would be on the grass area outside of the pool lanai area.

No pets are allowed in the home and the home is strictly non-smoking.

Please familiarise yourselves with the welcome booklet which you will find in the entrance of the villa. It will be beneficial to you for understanding the policies of the resort and guidelines for the utilities surrounding the villa.

The maximum number of vehicles allowed per property is six. Guests are not permitted to park on the lawns or across the sidewalk portion of the driveway. Parking on lawns can damage irrigation systems and also blocks the sidewalks which is a violation of ADA compliance regulations and can force people with disabilities, families with young children and pets to have to walk in the street. The resort has alternate side of the street parking meaning that during odd numbered months we park on the side of the street with odd numbered addresses and vice-versa during even numbered months.

**Insurance** : It is advisable that cancellation insurance is obtained within your travel insurance and should be in place at the time the rental period booking is made.

**Liability** : Owners or owners agents do not accept any liability for personal injury, accidents, death, loss or damage to personal effects however caused.

It is the responsibility of an adult to supervise a child around the pool area at all times. Please ensure the pool safety fence is used at all times.

**Complaints** : In the unlikely event of a complaint please contact our management company from the contact details provided or visit the concierge desk at the resort clubhouse for any related issues away from the villa.

**Air Conditioning** : The settings are controlled by our management company according to the time of year and MUST NOT UNDER ANY CIRCUMSTANCES BE TAMPERED WITH. If the system runs too low it can freeze so therefore air-conditioning systems will have a minimum cool setting of 73 degrees. Please read the instructions which are located by the thermostat at the villa. Any damage caused to the system is extremely expensive to repair.

**Games Room** : The villa is equipped with a games room featuring a Smart TV, pool table, air hockey and foosball (table football). Please ensure that this equipment is used with care and that items such as remote controls, pool cues and air hockey pushers and pucks provided are returned to their racks and containers. We have provided an Air Conditioning unit in this room. Please ensure that it is used as per the instructions provided and that it is switched off after use. Please adhere to the signage placed within the games room area.

**Pool Rules** : Children using the pool should be supervised at all times by an adult guest and it is very important to keep the child safety fence in position when children are staying at the home.

**Villa Safe** : There is a safe for guests to use for which details will be provided when reservation is confirmed.

**Trash and Recycling** : Emerald Island Resort have strict rules for carrying out correct trash and recycling collection procedures. Full details of these procedures will be displayed within the welcome handbook at the home and the rules must be followed correctly otherwise the homeowner may be penalized and collections could be withdrawn.

**Inspection Checkout** : Our management company will carry out a full inspection of the property on checkout and will report any issues immediately.