



## Vacation Rental Booking Conditions

Thank you for booking with DRG Property Services, L.L.C. The following is a listing of our Vacation Rental Booking Conditions and should be reviewed by you prior to your departure for your vacation holiday.

**Deposit:** A deposit of \$200.00 is required when booking your holiday vacation rental. As soon as this deposit is received, your booking will be confirmed. **This deposit is non-refundable.** The balance of the rental cost will be required 60 days prior to your vacation arrival date. Bookings made within 30 days of your vacation arrival date will require the full amount to be paid when the reservation is made. Payment can be made by check or bankers draft in U.S. Dollars only. We can also accept Visa/Master Card and Discover credit card payments.

**Security Deposit:** When renting a property you are expected to ensure that your party members act responsibly and respect the property and its contents. A security/damage deposit of \$250 is required to be paid along with your balance payment to guard against any damage done to the holiday villa during your occupancy. **The party leader agrees to accept full liability for all loss or damage caused by any member of their party, during the occupation of the villa and confirms that the FULL cost of repair or replacement will be met.** The security deposit can be paid by check in which case this deposit is returned to you less the cost of any breakages, loss or damage after your holiday has ended. Alternatively you can choose to provide credit card details in lieu of this security deposit. In this case should any damage occur then DRG Property Services, LLC will charge the cost of repair/replacement to the credit card. It is the local property manager's sole discretion that determines the return of your security deposit. Each property will have an instruction manual placed in the home and it is in your own interest to read through this.

**Cancellation:** Should a cancellation be necessary then any money paid to DRG Property Services, LLC will be forfeited. We strongly advise you to take out some form of travel/trip insurance as soon as your booking is confirmed - this should cover any cancellations for reasons beyond your control. If a client does not pay the balance when it becomes due then we reserve the right to cancel the booking and retain the deposit.

**Occupancy:** The holiday vacation rentals are usually ready for occupancy from 4:00 p.m. on the day of arrival and needs to be vacated **promptly** by 10:00 a.m. on the day of departure. If you have a late flight you should consider reserving the rental for an extra night or pre-arranging a late check out if possible (there may be an additional charge for this). Each rental has a maximum number of guests that is allowable under law and over-occupancy of our rentals will not be permitted. The local property manager has a duty to enforce the stated maximum occupancy and will do so. Exceeding the allowed maximum occupancy could lead to your being asked to leave the rental unit prior to your scheduled departure date with forfeiture of all monies paid.

**Replacement Villas:** We will make every reasonable effort to provide the exact vacation rental unit stated in our reservation confirmation. However if a situation arises that causes a rental unit to become unserviceable or unavailable then we will try to provide a replacement villa of at least an equal standard. Should this situation arise the client will always be offered the option of canceling their reservation with a full refund of all monies paid.

**Conduct:** Your holiday vacation rental will be located on a nice residential estate where your neighbors may be Florida residents. We ask that you act in a considerate and courteous manner to your neighbors. We expect you to have fun but we also request that noise be kept to a minimum during early mornings and late evenings, particularly around the patio and pool areas. Please treat the home with respect and be aware that any damage you cause will be charged against your security deposit. Have fun, but respect your neighbors and the property.

**Pools & Pool Heating:** Please note that the swimming pool is a free facility included along with the pool home you are renting. Most pools have a pool heater that can be switched on at an extra cost; this also services the spa if applicable. We are happy to arrange this for you should you require it. **In occasional severe winter conditions it is possible that the pool heater may not be able to maintain the water at a temperature of 80 degrees - this does NOT constitute a malfunction.** ANY issues with the pool heating should be directed to the local property manager while you are in attendance at the rental unit so that they can deal with your concerns. Your rental unit may be fitted with an alarm on doors leading to the pool - this is for the safety of you and your guests, especially young children. If you are unsure how to operate these alarms please read the instruction manual in the villa or call the local property manager.

**Maintenance:** All breakages, accidents, problems and losses must be reported to the local property manager as soon as they occur so that they can be attended to. As with any home, appliances will, from time to time, malfunction and may need repair – the local property manager will use their best endeavors to have any problem rectified as quickly as possible. Repair times may be dependent on third parties such as utility companies. Access to the rental home may be required by authorized maintenance personnel during your stay.

**Privacy:** DRG Property Services, LLC will use any data provided by you only in respect of your vacation rental booking. It will be treated as confidential and not passed onto any un-necessary third parties.

**Force Majeur:** DRG Property Services, LLC will not be liable for problems or delays caused by strikes, riots, political unrest, hostilities, war, terrorist activity, industrial disputes, fire, flood, tornadoes, hurricanes, transportation problems, airport closures, weather conditions or any other event beyond our immediate control. We suggest that you take out adequate travel insurance to cover such eventualities.

**Liability:** In the event of any problems whatsoever the total liability of DRG Property Services, LLC will be limited to the rental amount paid by the client.

**Villa Details:** The details and photographs we display on our web site to our best efforts are up to date and accurate but they should be used as a guide only - we cannot guarantee 100% accuracy as individual owners are free to change decor and furnishings in their rental units as they see fit.

**Pets:** Pets are not permitted in any of our holiday vacation rentals unless you have prior written consent from DRG Property Services, LLC. This is primarily out of consideration for future guests who may suffer from allergies or other pet related illnesses. If pets are found in the rental unit then DRG Property Services, LLC has the right to have them removed from the property with loss of your security deposit and guests may be required to vacate the property with no refund of rental monies.

**Smoking:** Smoking indoors is not permitted in any of our rental units. Smoking is allowed in the garden, patio and pool areas. The rental is fitted with smoke detectors which will activate if guests attempt to smoke anywhere in the home. Guests found smoking inside the rental unit will forfeit their security deposit.

**Check Out:** Check out is at 10:00 a.m. **PROMPT**. Late check out will result in a charge against your security deposit determined by the local property manager. The rental unit instruction manual will detail what you are expected to do when checking out. This usually means taking out the trash, loading and starting the dishwasher and loading and starting the wash cycle for the towels used.

**BBQ's:** Some unit owners refuse to allow BBQ's in their homes because of the mess they can make. Those that do allow BBQ's do so subject to them being used in accordance with Florida State Law. Read the rental unit instruction manual or information notices for details.

**Locating your villa:** Once you have paid for your vacation rental unit, you will receive by email the address of your rental unit along with driving directions and access codes/key collection instructions. **Please do NOT travel without this information as you will not be able to locate your villa.** If you do not receive this information please contact us at least 72 hours prior to your journey commencing.

**General Points:** Swimming pools are great fun and few people would choose a holiday home without one. However they are an obvious source of **DANGER** especially for young children. We cannot accept any liability whatsoever for any injury caused as a result of using the swimming pool in any holiday villa. You are particularly advised **NEVER** to allow children to use the pool unsupervised.

Thank you for reviewing the above Booking Conditions. We hope that you have a great vacation holiday!