

WESTACRES AT TUSCAN RIDGE
(604 Dolcetto Drive)
TERMS AND CONDITIONS

General

The sending of a deposit for a reservation confirms your acceptance of the terms and conditions set out below and shall be binding on you and all persons stated in the booking.

Occupancy

No single sex bookings and guests who are all under the age of 21.

No pets allowed in or around the villa except registered guide dogs.

For the comfort of all our guests no smoking is allowed inside the villa although guests are welcome to smoke on the patio/deck area. Please use ashtrays provided.

Under Florida State Law the villa is licensed for occupation to a maximum of 10 guests only including children and infants.

The villa is registered with the Florida State Authority and is compliant with all relevant legislation.

The villa is available from 4pm local time on day of arrival and must be vacated by 11 am on day of departure to allow for cleaning etc. ready for the arrival of our next guests. For late night/early morning arrivals/departures it may be possible to vary the above times but this cannot be guaranteed (please ask at time of booking).

Payment

A non refundable deposit of £100 (\$160) per week is required within 7 days of booking.

Payment of the balance is due no less than 8 weeks prior to your departure date.

Bookings made within 8 weeks of arrival are payable in full.

Security Deposit

We require a refundable security/breakage deposit of £200 (\$300) per booking which is payable a minimum of 14 days prior to your departure. This however can be paid with your balance payment if you so wish. This is refundable within 14 days of leaving the villa pending an inspection by our management company. We reserve the right to retain the whole or part of the security deposit to cover any such damage/breakages or non-returned villa keys and additional cleaning costs for spills, stains etc.

Cancellation

In the event of you needing to cancel your booking the following conditions will apply:

12 weeks or more prior to departure 25% of all charges to be paid.

8 – 12 weeks prior to departure 50% of all charges to be paid.

Less than 8 weeks prior to departure 100% of all charges to be paid.

Safety

It is the responsibility of adult members of the party to ensure the safety of themselves and all children.

It is a requirement of Florida State Law that all patio doors and poolside windows are fitted with child alarms. It is an offence to tamper with or disconnect any of these.

Villa Keys

Please leave the villa front door key in the security lock box each time you leave the property. Loss will result in a fine or management call out charge.

Insurance

We strongly recommend that you ensure that you have adequate health and travel insurance for the duration of your stay.

Liability

The owners nor their agents do not accept any liability whatsoever for injury, death, accidents, loss or damage to persons or their property however caused as a result of use of the villa or pool and its surrounding area.

Force Majeure

The owners or their agents cannot accept responsibility or be held liable in respect of damage or changes caused by force majeure e.g. strikes, floods, closure of ports or airports, weather conditions or other events beyond our control.

Complaints

In the unlikely event of a complaint during your stay please contact the management company immediately. If the problem cannot be resolved then please contact the owners direct either in writing or by telephone.