

Booking Form
The Abbey, West Haven, Davenport, Florida
Tel: +44 (0) 1543 271080, E-mail: mike@walden64.fsnet.co.uk

To make a reservation, complete this form and return it together with the attached Terms & Conditions to the address below, along with your deposit of £100 / \$150 per week or part-week. Please return all 4 pages.

Make your cheque/check payable to: M & M Walden

Return to:
 64 Salisbury Drive, Heath Hayes, Cannock, Staffordshire, United Kingdom, WS12 3YP

Group leader to whom all correspondence should be sent:

Name:

Address:

E-mail Address:

Tel (Day):	Tel (Eve):	Mobile:
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Arrival date:	Departure Date:	No. Nights
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Persons Occupying Villa:

Full Name	Age (if under 21)	Full Name	Age (if under 21)
1.		7.	
2.		8.	
3.		9.	
4.		10.	
5.		11.	
6.		12.	

Do you require pool heating, additional cost applies Yes () No ()

Total Cost for villa rental: £ / \$

Enclosed: £ / \$

Please indicate which Airport you are flying to:

Orlando International Sanford Other/driving

The balance must be paid TEN weeks before commencement of the occupancy along with a security deposit of £200 / \$300. The security deposit will be refunded within 28 days of the end of your stay as long as the owner's management company reports no damage.

Terms & Conditions

The Abbey, West Haven, Davenport, Florida

Please ensure you read and understand the following terms and conditions pertinent to your accommodation rental. If you have any queries, please do not hesitate to contact us (hereafter called the Owner) for clarification before you sign the booking form.

Whilst we reserve the right to increase or decrease accommodation prices at any time, we will confirm to you the current price at the time of booking. As soon as you have confirmed your booking and paid your deposit or full payment, the cost of the rental is guaranteed against any further increase. This guarantee is offered subject to our terms and conditions and payment being adhered to and providing you do not make further amendments to your holiday arrangements.

Your holiday home rental includes Accommodation as booked, including services e.g. water and electricity, (excludes pool heating unless otherwise stated).

NOT included in our rental prices a) Flights b) Car Hire c) Holiday Insurance d) pool heating

1. Bookings are valid after: -
 - 1.1. The booking form has been completed and signed by the Guest party leader and received by the Owner.
 - 1.2. The correct deposit has been received and cleared through the Owner's bank.
 - 1.3. The owner has confirmed the booking to the Guest party leader in writing.
2. The person signing the booking form certifies that he or she is authorised to agree the booking terms and conditions on behalf of all persons whose names appear on the booking form, including any subsequent amendments. The signatory must be a member of the party occupying the property and be 21 years old or older. Bookings will not be accepted from parties of young people under 21 years of age.
3. The deposit which accompanies the booking form (UK) or which is sent to our bank (US) is non-refundable. The balance must be paid TEN weeks before commencement of the occupancy along with the security deposit of £200 / \$300.
 - 3.1. The security deposit will be refunded within 21 days of the end of your stay as long as any keys are returned and the Owner's management company reports no damage or loss. Charges for damages, losses or any maintenance or repairs to the premises, equipment, amenities or fixtures, or any cleaning services over and above those normally required to prepare the villa for the next guest which are necessitated by misuse or extraordinary uncleanliness, will be at the discretion of the Management Company and will be deducted from the Security deposit.
 - 3.2. We reserve the right to pursue the Guest for any damage or loss in excess of this sum.
 - 3.3. We reserve the right to treat the booking as cancelled if we do not receive the balance by the due date. Any cancellation charges detailed elsewhere in this document will then apply.
4. If you wish to cancel your holiday it must be made in writing and made subject to the following conditions. The cancellation will become effective from the date we receive it. Cancellation charges are as follows:
 - 4.1. Up to 10 weeks before start date of occupancy - deposit only
 - 4.2. 4 to 10 weeks before start date of occupancy - 50% of total charge
 - 4.3. 0 to 4 weeks before start date of occupancy - 100% of total charge
 - 4.4. The above charges exclude pool heating and security deposit
 - 4.5. Any recovery of your losses in clause 4 should be taken up with your travel insurance company.
5. In the unlikely event that circumstances beyond the Owner's control necessitate the cancellation of the rental agreement, the owner reserves the right to cancel any booking and we will only be liable to refund monies already paid by the Guest.
6. Facilities and other features of our brochure, advert or web page may not always be available. We will endeavour to communicate any material shortfall to the Guest as soon as we become aware of the event.
7. The Guest agrees to pay the full cost of any breakages, losses or damage to the property (the Owners Management Company will be sole arbitrators on cause of damage or loss) The Guest party undertake the following:
 - To take good care of the property and leave it in a clean and tidy condition at the end of the occupancy.
 - To report any damage, loss, problem or concern immediately upon discovery to the Owner's management company in Florida (contact details are available in the property) failure to do so will make any subsequent claim invalid

To make good any minor breakages as advised by the notice in the property
To permit the Owner or the Owners Agent reasonable access to the property to carry out maintenance we deem necessary.
Not to sublet the property nor share it with any persons not named on the booking form without the Owners consent.

8. No liability is accepted by the Owner for loss of mains services or failure of appliances, nor for the consequences of the actions or omissions of persons who may control supply of mains services, nor for any actions taken in the vicinity of the property by an authority over which the owner has no control. Furthermore, it is possible that some construction work may take place in the area of new homes. Guests should establish the status of such works prior to booking.
9. The property is available to the Guest after 4pm on the day of arrival and must be vacated by 10am on the day of departure.
10. The Owner does not accept any liability for injury, damage or loss caused by any reason or for any claim made as a consequence of this booking and /or the subsequent occupancy. The Guest is responsible for taking out adequate insurance to cover all risks. This waiver also applies to any person visiting the property as guests of the Guest(s). Guests should note that we accept no responsibility for loss or damage to personal items or possessions, however caused, and that they should ensure that these are covered under their own insurance policy.
11. The Owner does not accept liability for injury, damage or loss caused, or for any such claim made by a third party as a result of actions by the Guest(s) and other persons occupying the property during the period of the let.
12. You are required to lock all doors and windows and set the monitored security alarm each time you leave the villa unoccupied. You will be provided with the alarm code after you have provided your balance and security deposit in order to avoid unnecessary possible fines for false alarms.
13. An additional fee is payable for pool heating as specified on the booking form. Pool heating will be switched on on the day of arrival and may take some time to reach optimum temperature. The owner accepts no responsibility for the weather and so heating must be paid for if ordered, even if the weather is unexpectedly warm. The pool cover must be used when the pool is not in use (especially at night) or the heater will not function correctly.
The heater is a mechanical device, as with any device it can be subject to electrical / mechanical failure. If such an occurrence was to happen, every effort will be made to repair the heater. If the guest has paid for pool heat, then we shall refund only the days you are without pool heat. We cannot and will not refund for anything that has not been paid for.
Guests use the spa and pool at their own risk. Guests should note and observe the safety rules posted in the property. These include supervision of children and the forbidding of diving
The pool is cleaned and chemically balanced regularly for your safety and comfort. On rare occasions it may be necessary to add extra chemicals to maintain the correct state, in which case you may be advised to remain out of the pool for the number of hours advised by the pool cleaning company's agent
If pool lighting breaks down, this may not be able to be restored without draining the pool – if this is repaired during your stay, please be aware that you may not be able to use the pool for up to 72 hours whilst the water is drained, the light(s) repaired and the water restored to normal levels. For this reason, pool lighting breakdowns are normally repaired when the home is unoccupied to avoid guest inconvenience.
You should note that our Spa cannot be heated separately from the pool as it has a waterfall that runs into the pool – if you wish to have the Spa heated, you will need to order pool heating.
14. The Villa is equipped with an Internet connected PC for your use. Whilst we endeavour to have this available for guests, routine maintenance may mean that we have to withdraw it from use at short notice. We accept no responsibility whatsoever for this.
14.1. We ask that you do not try and tamper with the PC, load any software onto it or download any files from the Internet. The PC is thoroughly checked after every guest leaves the villa and you risk losing your security deposit if tampering is found with the PC. It is a condition of your use of the villa that you strictly adhere to the Villa PC rules that are displayed by the PC in the villa (a copy is available on request).
15. As Owners of the property we, our servants and agents will not be liable for any loss or delay occasioned by any of the following: strikes, riots, political unrest, war, the treat of war, terrorist activity, industrial disputes, fire, flood, technical or weather problems to transport, aircraft, closure of airports, or any other event beyond the Owners' control.

16. Any Guest who contravenes the carriage rules of any transportation company, with the result that carriage is forbidden, will take full responsibility for any delay or cancellation of the occupancy. He or she will be deemed to have given notice of cancellation of the booking at this point and will be subject to the cancellation charges aforementioned.
Aircraft captains are legally entitled to deny boarding to any passengers who present themselves at the aircraft in an unacceptable state due to the influence of drink or drugs. Any passenger so doing will be deemed as having given notice of his/her cancellation of the booking at that time and the aforementioned cancellation charges will apply.
17. The maximum occupancy of this property is 10 persons in the 5 bedrooms plus 2 on the sofa bed. This rule is set by the County authorities and is for your fire safety. Contravention of the above will render your booking void, all monies paid will be forfeited and you will be asked to leave the property immediately without compensation.
18. Pets are not allowed in the property at any time. Smoking is not permitted within the four walls. Contravention will render you liable to any clean up costs; render your booking void and your monies forfeited.
19. Occupancy is subject to all civil laws and ordinances and to those of the WestHaven Home Owners' Association. These include the forbidding of on street car parking during the hours of darkness - this is strictly enforced, violation fines imposed and vehicles towed away without notification. No truck, van, boat, trailer, recreational vehicle, commercial vehicle shall be parked, stored or kept on any proportion of the property or elsewhere on The Abbey. Details can be provided on request but can be assumed to be common sense and common courtesy provisions of noise, litter and so forth. The connection of the villa's utility supplies to any external vehicle/appliance is strictly prohibited.
20. Climate. Florida has a tropical climate, which is ideal for both humans and pests. These are not an unusual occurrence and, for this reason, our home has a monthly pest control programme. To help eliminate these uninvited guests we recommend that all windows and doors remain shut at all times and that all opened food is stored in the refrigerator provided. If you become aware of a pest problem inside the house, sprays such as Raid can be purchased locally. If the problem is more widespread, you must inform our management Company immediately so that the appropriate treatment can be initiated.
21. Contact details are supplied of our Florida Management Company, to whom any problems should be referred
22. Complaints. We sincerely hope that you do not have any!... But in the unlikely event that you wish to register a complaint during your holiday, contact the property Management Company immediately and follow this up with a letter. Give a copy to them and send us a copy on your return. Unfortunately we are not always able to control the components of your rental accommodation and it is possible that an advertised facility may be withdrawn or changed due to circumstances beyond our control and for which we cannot accept any liability.

WE STRONGLY ADVISE ALL OUR GUESTS TO TAKE OUT TRAVEL INSURANCE FOR YOUR WHOLE PARTY, WHICH INCLUDES CANCELLATION CHARGES COVER (GUESTS ARE ALSO ADVISED TO TAKE OUT A POLICY WHICH INCLUDES MEDICAL COVER) AS SOON AS YOU HAVE BOOKED ANY PART OF YOUR HOLIDAY OR VACATION. IF YOU CHOOSE NOT TO DO THIS, YOU NEED TO BE AWARE THAT YOU WILL PERSONALLY BE RESPONSIBLE FOR PAYMENT OF ANY CANCELLATION CHARGES, WHICH MAY BECOME DUE.

I agree to pay the balance ten weeks prior to departure. I accept the terms and conditions as stated on behalf of myself and my party. I am over 21 years of age.

..... Signature

..... Name – please print

.....Date