

Dream Florida Holidays - TERMS, CONDITIONS & CANCELLATION POLICIES

Our Cancellation Policy is very fair and very clear. When a Booking is taken a **\$315/£280 Deposit** is paid (check/cheque cashed). Then **10 weeks (70 nights)** before your holiday/vacation the outstanding **Rental Fee** is due (see date on the bottom right hand side of your Booking Form). If you cancel your holiday **within 70 nights of your arrival we will return 100% of your Rental Fee and 50% of your Deposit.**

If you cancel your holiday **within 69 nights** of its start date you will receive **99% of your Rental Fee and 50% of your Deposit.**

If you postpone your holiday **within 69 nights** of its start and you chose to re-book to alternative dates (**as long as the villa is available**), there is no fee to pay and you will receive your Deposit back in full after your stay (subject to damage).

If we are unable to re-book your holiday dates to another guest the following fees apply. These figures are based on a 7 night booking, all other dates (over 7 nights) are pro rata i.e. 14 nights would be twice (x2) as much.

Cancellations within...

10 days of your arrival date, **you will be charged 96% of the full Rental Fee** and the remaining 4% will be returned, with your full deposit.

20 days of your arrival date, **you will be charged 90% of the full Rental Fee** and the remaining 10% will be returned, with your full deposit.

30 days of your arrival date, **you will be charged 70% of the full Rental Fee** and the remaining 30% will be returned, with your full deposit.

40 days of your arrival date, **you will be charged 60% of the full Rental Fee** and the remaining 40% will be returned, with your full deposit.

50 days of your arrival date, **you will be charged 50% of the full Rental Fee** and the remaining 50% will be returned, with your full deposit.

60 days of your arrival date, **you will be charged 40% of the full Rental Fee** and the remaining 60% will be returned, with your full deposit.

PLEASE NOTE: This is Dream Florida Holidays no quibble policy. If we book your cancelled dates to another guest within 69 nights of your holiday dates you will get back **50% your Deposit and 99% of Rental Fee.** Travel insurance is always advised.

PLEASE NOTE: All bookings are accepted and confirmed once we have RECEIVED Your SIGNED Booking Form and your DEPOSIT is PAID.

IMPORTANT GUEST INFORMATION

POOL TEMPERATURE: When Pool Heating is booked the pool is set to 84° Fahrenheit (28.9° Celsius). Guests should always shower before entering the pool to reduce their body temperature so they feel the benefit of a heated pool.

POOL SAFETY / ALARM: Adult supervision of children is required at all times. No running around the Pool or Pool Area and most importantly no children should EVER be left unattended in or around the Pool/Pool Area. **IMPORTANT:** If the Pool Door Alarm does not sound or the low battery indicator is flashing, then guests MUST contact Sunshine Homes IMMEDIATELY.

THE POOL: Please be aware CHLORINE from the Pool can bleach towels, sheets, carpets and your clothes, should they come into contact with it. Use ONLY the Pool Towels around the Pool. All other towels within the villa are designed to be used for the villa bathrooms only, and they should not come into contact with the pool water. Guests should be aware that we cannot accept responsibility for their own clothing and belongings.

DFH will not refund any deposit if you bleach anything belonging to the villa other than the pool towels. If for some reason you get something wet just rinse it thoroughly with cold water. The same applies to carpets, mop up with a towel then rinse with clean water and repeat. If needed fill the sink or tub with clean water and rinse. Almost all items will be fine if you just rinse them well in cold water straight away. **To avoid any chlorine accidents leave pool towels by the Pool Door,** then guests can have a quick dry off before going into the villa. Please remember there is a **downstairs W.C. by the Games Room** should guests need the toilet.

SMOKING: We are a 100% Non Smoking Family. Three of our family members suffer with asthma and smoke is a very real problem to them and it can easily cause an asthma attack. We like our guests to know that their family members are safe from any possible asthma attack, nobody wants to end up in hospital while on holiday. **If you think you cannot follow these simple rules please book with a rental home that allows smoking inside.**

MOVING/TAMPERING with T.V's, CABLE BOXES and GAMES CONSOLES: Please **DO NOT move ANY Electronic Equipment (\$35/£25 FINE).** Unfortunately this has become quite a habit with some GUESTS and the equipment is not put back and plugged in correctly. The next GUESTS that arrive wanting to relax can't because the equipment doesn't work and they have to phone our Managing Agents, who then have to come out to put things right. This does not look good on us and we have to pay a FEE. We are now passing this fee on to those GUESTS who tamper with the equipment. This DOES NOT APPLY to alarm clocks (we all know kids need at least 2 alarm clocks to get them up).

BREAKAGES: Accidents do happen and we understand this, minor breakages are not charged for and will not affect your deposit. However, misuse and damage of equipment could affect your deposit.

AIR CONDITIONING: The Air Conditioning is set to an optimum temperature and cannot be changed without calling out the Managing Agents. If you should require a specific temperature, please let us know in advance of your stay otherwise this may incur a charge.

These T & C's are for everyone, thank you for taking the time to read and understand them.