



Property address:
826 Coventry Road
Davenport
Florida 33897

Property Phone No: 863 547 8179
Owner's email: info@lilleypadflorida.com
Website: www.lilleypadflorida.com

Information that you need to know about your rental home

Please ensure that you read and understand the following terms and conditions regarding your rental accommodation. If you have any questions please do not hesitate to contact us.

The rental contract is between Sally & Darren Lilley and the Party leader. By placing your booking you have accepted these terms and conditions on behalf of all persons in the party. A contract between the two parties exists when an initial down payment has been received and a confirmation email has been generated by Sally & Darren Lilley.

Air Conditioning

We have found over the years that the AC in the home is best set in the summer to cool to 78F (25C) during the day and 75F (24C) at night. In the winter we set it to heat between 70-72F. It is managed remotely by us, therefore please don't try to adjust the temperature without consulting us as setting it too low will result in the system freezing and a callout being required. This cost will be passed on and is typically £200+. The system will turn off the moment the pool deck doors are opened and turn back on when closed to help protect against freezing. All outside doors need to be kept shut when the system is running. Any questions do please ask.

Alterations to dates

Any alterations to dates of the booking will be accepted only if the property is available for the new dates.

Cancellation by Guests

You must inform us immediately if you wish to cancel your reservation. This is to be confirmed by written notice. Please note that the original 25% down payment will be automatically forfeited. If more than 8 weeks' notice is given then any other monies paid will be refunded. Less than 8 weeks' notice we will refund any extras paid for such as pool heat and BBQ hire. If you do not show up on your arrival date, full payment is due. No refunds will be given.

All attempts will be made to re-let the home, however, if this should prove to be unsuccessful then the full balance will be due and no refund given.

AMENDMENTS TO ANY RESERVATION MAY INCUR AN ADMINISTRATION FEE OF £50.00.



Cancellation by Sally & Darren Lilley

As with most privately owned rental properties, there are times when they become unavailable at short notice. In the event of circumstances beyond our control requiring us to cancel a reservation, i.e. including acts of God, civil disturbances, riots, flood, drought, fire and legislation, only repayment in full of any monies paid in respect of the reservation will be made. We will do everything in our power to help find suitable alternative accommodations, however, we cannot accept liability whatsoever in respect to any loss or damage by the renter in these circumstances. This does not affect your statutory rights as a consumer. We recommend that travel insurance is purchased to cover costs incurred in these circumstances.

Check In

Check in time is **After** 4:00 p.m. on the day of arrival.

Upon entering the home please check over your home thoroughly, read the information in the welcome envelope, and contact our management company immediately with any concerns. Their office number is 1-407-770-5791 from 9am to 5pm, out of hours use 1-407-341-1947.

Checkout

Checkout time is **Before** 10:00 a.m. on the day of departure

When departing the home please ensure that all windows and doors are locked and all lights and fans are turned off. Set the alarm. Do NOT exit through the garage door.

Early check in or late checkout must be agreed in advance and additional charges may apply. This generally only possible if no bookings immediately adjacent to yours.

Please email three days prior to arrival to confirm if an early check in is available even if this has been agreed prior to your arrival date.

Cleaning and Damage

Our housekeeping services are very stringent. We strive to make the home a cleaning paradise. If for any reason you encounter a cleaning omission, please report to us by email with pictures or to our management offices within 24 hours of arrival, failure to do so will result in no liability being accepted in respect of subsequent claims received and may result in your security deposit being withheld. This includes any damage, stains, tears etc to carpets, flooring, appliances, fixtures and fittings. (We are aware of the worktop damage to the right of the sink in the kitchen). If in any doubt let us know as easier to resolve if reported immediately.

Doctor

Full information is found in the information folder contained in the home. Mobile doctors are available with mobile pharmacies for any medicines needed. If time is of the essence, please go to the nearest emergency room. Celebration Hospital can be found along the highway 192 Kissimmee FL 34747

Force Majeure

We will not be liable for loss or delay caused by any of the following; strikes, riots, political unrest, hostilities, war or-threat of war, terrorist activity, industrial disputes, fire, flood, hurricanes, technical or weather problems with transport, aircraft grounding, closure of airports or ports, weather conditions or any other event beyond our control. We strongly recommend that guests take out insurance for these eventualities.



Games Room

The games room contains a pool table, air hockey, foosball table, electronic dart board and a Playstation 3 with a selection of games, feel free to bring your own. There is also comfortable seating supplied.

Grill/BBQ

There is a basic charcoal BBQ grill outside the lanai at the back of the house, and you can use this for free. We also have a Weber gas BBQ for weekly rental which includes gas. Please move this away from the pool screens before operating. Please leave clean after use otherwise additional cleaning charges may apply. Please note that any other grills are **NOT** to be used within the lanai, as they can cause damage to the mesh of the lanai.

Guests Responsibility

All guests staying at our villa are expected to treat the home in a proper manner and are expected to behave appropriately by avoiding excessive noise or nuisance to the community residents, especially noise outside after 10pm as we have full-time residents either side of the house. State and Local bylaws must be adhered to otherwise neighbours may call out the Sheriff. Nude or topless sunbathing is also strictly prohibited.

Hot Water

The home should have sufficient hot water and this is heated by a modern heat pump in the Games Room. This is monitored remotely so should you find there isn't sufficient hot water, especially in cooler months, please do not attempt to adjust the heater or interfere with this in any way or charges will apply. If there is a problem with the hot water please contact us. Failure to do so will result in no liability being accepted in respect of subsequent claims received.

House Alarm

The house alarm is located through the archway to the kitchen on the left next to the printer. It *MUST* always be set when not in the property. Ensure all doors and windows are completely closed before vacating the property. You have 30 seconds to disarm the alarm, if you don't do this the alarm company will first call the phone in the villa next to the panel. You must answer this and say the passphrase which is included in your access details otherwise the Sheriff will be called out - in this event, the Sheriff's department charge for a call out. This will result in a charge to the guest at a rate of up to \$500. This will be retained from the security deposit until the charges are received from the Sheriff.

Information Folder

The information folder contains guidance on the home - this has been prepared to aid you in the use of your vacation home. The telephone number and address of your home will be on the front page of the manual. The folder also contains further contact information with regard to our management company. Please report to us via our email if this folder is not immediately available in the home. Any updates or seasonal changes to this folder will be given in your welcome envelope.

Laundry

The laundry facilities consist of a washing machine and tumble dryer, please do not overload either of these. A charge will be made if overloading is the cause of a breakdown. There are also laundry baskets, an iron and an ironing board for your use.



Limitation of Liability

The Guest must ensure that children are supervised at all times. It is policy of the Company that all Children under the age of 18 years are not left in rental accommodation un-supervised during the rental period.

The Management Company and/or owner do not accept liability for equipment failure and/or services in the property. In the event of failure of equipment, the guest must notify the company within one working day such that the company may elect to affect a remedy to the failure.

The Management Company and/or owner do not accept liability for lost or stolen personal property of the guest from the property during the rental period. The Management Company provides information and advice in the information folder to the guest in an advisory capacity only, with no guarantee or promise of security, even where guests make use of any advice given by the company or its representatives. In the event that property of the guest is lost or stolen, the guest should advise the appropriate authority first, and then the Management Company, of the lost or stolen items. The Management Company will either make good and secure the property, or will transfer the guest, availability permitting, to another property, where the original cannot be secured, and this will be the extent of its liability to the guest under such circumstances.

The Management Company or its representatives may enter the property at any time. Without notice, for the purpose of protection and/or maintenance of the property. Whenever possible, the company will provide notice to the guest prior to such entrance.

The Management Company and/or owner accept no liability for personal loss or injury to the guest during the rental period. The guest must ensure that they have adequate insurance cover. The company provide information and advice in the Information Folder to the guest in an advisory capacity only, with no guarantee or promise implied.

The Management Company and/or owner do not accept any liability for the acts or omissions of any agent. These include but are not limited to, airlines, car-hire companies, travel agents, ticket agents, homeowners, or utility providers.

The Management Company and/or owner do not accept liability for acts of violence, nature, fire, flood, war, civil disobedience, riot, or other force majeure that may have a deleterious effect on the guest.

The Management Company and/or owner and agents accept no responsibility or liability for any loss or damage or alterations to the terms of this booking caused by events beyond their control including, but not restricted to war, civil commotion, flight delays or cancellations, technical difficulties with transportation, alteration or cancellation of schedules by carriers, adverse weather conditions, fire, flood, industrial dispute or any other event beyond their control.

Failure to comply with any of the terms will, at the sole discretion of the Management Company, result in the eviction of the guest from the property, without any compensation or refund.



Maintenance

From time to time the Management Company will require access to the home for minor maintenance issues. The Management Company reserve the right to enter the home at any time for authorized personnel only. Where possible prior notification will be given. If during your stay you encounter a maintenance issue please report it to the Management Company office immediately. Any maintenance issues reported after departure will result in no liability being accepted in respect of subsequent claims received. If for any reason you have an issue or are unhappy about our services in any way, we ask that you inform us immediately, failure to do so will result in no liability being accepted in respect of subsequent claims received.

Management Company Office Hours

Please refer to the office hours in your Welcome pack envelope, as this will have the most up to date information.

Peripherals

There is a travel cot, high chair, two booster seats and a couple of strollers and limited amount of crib linens provided in the home. The Management Company can assist with rentals for full size cribs, wheelchairs and various other items sometimes needed whilst on vacation. Please ask for further details.

Pest Control

Homes are regularly pest controlled. However, it is pest control, not pest elimination, occasionally an animal may enter your home for warmth or comfort. Please do not be alarmed, please call the Management Company offices and this will be dealt with efficiently and expediently.

Pets

Please note that pets are strictly not permitted in our home and if it is discovered that a pet has been in the home after departure there is a minimum charge of \$175.00 to cover the cost of professionally cleaning all carpets and upholstery. There is an additional charge should a pest control company's services be required. The reservation will be terminated if pets are found in our property, without refunds. Full security deposit will also be retained for extra cleaning services.

Pool and Pool Heating

The pool is heated year round by Solar Panels. During winter months solar pool heaters will generally heat the pools up to around 80 degrees Fahrenheit. So from November to March the electric heat pump is used in addition for no extra charge. However, if the air temperature falls to 55 degrees or below, the water temperature may not reach a comfortable temperature.

Please do let us know as soon as possible if you don't see water movement between about 8am and 7pm (times may vary throughout the year) as this could indicate a problem with the pool pump or filter. First check the water level is around an inch above the bottom of the blue tile line. The sooner this is fixed the quicker the pool can return to normal and heat up properly.



Pricing

We reserve the right to increase or decrease rental or peripheral prices at any time. Pricing will be confirmed at the time of booking. This pricing is offered subject to our conditions of payment being strictly adhered to and does not include any amendments made by the client to their own personal vacation commitments. Payment in full must be made 2 calendar months before arrival day. Payment accepted by bank transfer (to our UK or US account – details supplied on request), cheque or Paypal, including Credit Card by Paypal (Payments by Paypal incur a 1.5% surcharge)

Property Occupancy Limits

Florida Law has strict occupancy limits for a vacation home. These are as follows:

3 bed home 8 persons
4 bed home 10 persons
5 bed home 12 persons
6 bed home 14 persons
7 bed home 16 persons

The licensing inspector can carry out spot checks on homes at any time for any infringement of DBPR laws. In the event that this does occur and it is discovered that a higher occupancy than permitted has taken place you will be required to vacate the property immediately. *In this event there will not be any refund of any monies paid - no exceptions.* Only guests listed on the booking form are authorized to stay in the home. I understand that my booking may be terminated, or, I will be charged \$100 per person extra up to the legal limit of the home for unauthorized guests.

Registration

Please ensure that all registration paperwork is completed fully. This is a requirement of Florida Law.

Smoking

For your convenience our home is a non-smoking property. If you smoke, we request that you do so outside of the lanai screened area and that you clear any remains before you vacate the property. In the event that smoking has occurred in the home during your stay there will be an automatic minimum charge of £150.00.

The Property

Please leave the villa in the condition that you find it. If excessive cleaning or trash removal is required a charge will be applied to your bond. Please note that the alarm must be set when you are not in the property.

Theft or Damage of Property in the Villa

Please remember that this villa is our family home and everything in the villa is owned by us and has been provided to help make your stay more enjoyable. Please do not take any item, no matter how small, as not only does this detract from the property for the next guest, it is also theft and will be treated as such.

Trash

Trash days are currently Thursday. Please check the information provided inside our home regarding trash collection to be certain. Excessive trash or trash not put out for collection during your stay may incur additional charges after your departure. Trash cans need to be placed curb side with the handle and wheels on the house side at the recommended times and retrieved back to their storage area after collection has occurred. Recycling needs to be kept within the boxes provided and cardboard can be folded flat and stood next to the boxes on the day of collection.

**TVs**

We have supplied 7 LED TV's for your enjoyment. The TV's are wall mounted except the one in the lounge.

Telephone

The telephones in the home can be used to make national calls for free, they will receive international calls.

Welcome Pack

If ordered upon arrival at your vacation home you will find a basic welcome pack. This consists of Orange Juice, Bottled water, Bread, Butter, Jam, Tea, Coffee, Sugar, Milk, Cereals and Chips (crisps). If you have any special requirements or requests please let us know so we can arrange this with our management company. Additional charges may apply if additional items are required.

What to Bring

Although we do try to supply things to make your stay as comfortable as possible. There are things that a guest might desire which are not provided. For example you may wish to pack your own beach towels, pool towels are provided but are not to be taken away from the property. Please be careful not to use the bathroom towels outside, by the pool, as the pool chemicals can bleach them.

Unlike hotels, we do not have a supply closet down the hallway, anything that gets used up cannot be re-supplied, such as dishwasher detergent, soap, trash bags and toilet paper (an initial supply of which is left in each bathroom). There is a Publix Supermarket just over a mile away south on US27, or Walmart 3 miles north on the US27 to purchase anything you need.

WiFi

Free high speed WiFi is supplied and covers the home and pool deck. A wireless printer is available for your use with a small amount of paper to allow you to complete your on-line check-in for flights and print your boarding passes. You will need to supply your own laptop, tablet or phone to connect to the internet.

Both our Management Company and we work hard to please you but nothing is forever perfect. As with all properties our home can encounter unexpected maintenance problems from time to time. If there is a problem with our home please contact our Management Company immediately. During office hours 9am to 5pm please call 1-407-770-5791. Out of hours 1-407-341-1947. They will be happy to listen, their policy is to put right anything that is wrong within a reasonable time. If for any reason you feel your requests are not being met, please email us direct at info@lilleypadflorida.com Upon check out at the end of your stay, please inform our Management Company of any maintenance items that need attention so that they can have them put right for the next guest.



***Please give us the opportunity to help you have the best vacation ever!**

We invite you to let us know, whether good or bad, what your impression of our home was. We hope that you will be delighted at the standard and the value for money and if so, we also hope that you will tell your friends about our home. Your comments can be added to our web site for all to read, you may also add any comments to our 'Guest's comments' book at the home.

We reserve the right under Chapter 509 to evict tenants should any of these conditions not be observed and any monies paid will be forfeited.

Best regards,

Darren and Sally Lilley

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