

MAKING RESERVATIONS:

Visit our website VacationResortHomes.com, or call our Reservation Hotline today! Outside USA + 1 407-846 8484. Reservationists are available 24 Hours for assistance with rates and availability as shown on our CHART of homes for rent

RENTAL AGREEMENT:

When making a reservation, you may be directed onto a secure site when you pass on personal information. Under no circumstances will Florida Villa Rentals sell or provide any of your personal information to third parties. When checking the availability of a property, our reservation office will quote you the net value of the rental for the requested dates. With your reservation, you will be given an invoice number in the e-mail with your confirmation number. Please refer to this number on any correspondence. Our homes are privately owned and located in residential areas. Please do not plan large parties that exceed the number of people allowed in each home. If you are planning a family gathering, please let us know in advance, as we will try and accommodate the number of guests in several closely grouped homes.

Check in time is after 4:00 PM and check out is before 10:00 AM. By state law, occupancy may not exceed what is posted for each home. Maximum occupancy includes infants and children all properties are non-smoking and absolutely no pets are allowed. Florida Villa Rentals Vacation Homes are not responsible for changes in furnishings, bed arrangements, and equipment made by the homeowner. Different properties have different minimum stays. Minimum stay will vary from 3 to 7 nights depending on property and season. If you have booked a property for less than the minimum stay for that property, we could contact you to move your reservation to another property, without your consent.

An extra cleaning fee will be charged to the tenant for all stay of 6 nights or less. We hold the person whose name appears on the reservation responsible for any payments, damages, theft, and all other responsibilities of this Rental agreement. By making a reservation, you automatically agree with our Terms and Conditions. THIS POLICY MAY DIFFER WITH RESERVATIONS MADE THRU AFFILIATE PARTNER WEBSITES AND AT A MINIMUM OUR LISTED POLICY IS AGREED WITH.

Once you reserve the property, \$800 is due upon confirmation of this rental and will automatically become non-refundable. The balance is due 60 days prior to your arrival date (except on 6 & 7 bedrooms - 90 days prior arrival) and becomes nonrefundable. If you are reserving a property within 60 or 90 (6 & 7 bedrooms only) days of the arrival date the Total Reservation Amount is due, the total amount for the rental will automatically become non-refundable. You will be emailed directions to the home 7 days prior to your arrival and require a phone call for the lockbox code on the day of your arrival.

Florida Villa Rentals provides online cancellation insurance for the tenant who requests this option. We gladly accept money order or cashier's check. However, reservations require a valid Credit Card. The CC will be held on file for 5 days until the tenant pays by money order or check. We reserve the right to cancel any reservation made under false pretenses, for groups exceeding the occupancy of the house, non-payment of final payment or other legal reasons.

Cancellations must be submitted in writing 76 days or 91 (6 & 7 bedroom homes) days prior to arrival date shown on the rental confirmation email. Last minute cancellations or no-shows will result in the forfeiture of rental funds. A valid credit card is required to complete this booking online. You will be contacted by email the next business day to confirm that the required payment was processed. If we are unable to reach you within two days or the credit card charge is declined, your reservation may be canceled.

If payments are not made timely then your reservation may be canceled and the home rebooked with the next reservation waitlisted and all money collected is forfeited.

Pool/Jacuzzi terms and conditions

Prior to arrival, we recommend ordering the Pool/Jacuzzi Heat from October to March. Please call us 407-846-8484 to make arrangements. Electric or Natural Gas pool/Jacuzzi heat charges are as follows: \$45.00 per day for electric or \$55.00 per day for gas (There is a three-day minimum requirement.) Charges commence the date turned on until the date of departure unless different dates have been prearranged. Most pools take up to 24 hours to heat from the time turned on. Pool heaters have electrical/mechanical components. These components can sometimes malfunction. Florida Villa Rentals Vacation Homes, its Vendors, and the Homeowner cannot be held responsible for any malfunctioning heater. Please inform us as

soon as possible if your pool/Jacuzzi is not working properly. If pool heat was purchased, any days that the heater is verified inoperative (by our staff) will be credited. No additional compensation will be given to the guest. Florida Villa Rentals Vacation Homes will do everything in its power to rectify any problems with malfunctioning equipment as quickly as possible.

A reservation is effective the moment it has been confirmed to you. Kindly double check if your email address is correct!

You have read the entire agreement and understand and agree to the contents, which constitute the entire agreement.

SALES TAX & TOURIST DEVELOPMENT TAX

Rental rates are subject 13.5 % tax in Osceola County and 12% in Polk County

CHECK-IN & CHECK-OUT

Check-in Time: After 4:00 p.m. Eastern Time

Check-out Time: Prior to 10:00 a.m. Eastern Time

SECURITY DEPOSIT* \$500 ACCORDING TO HOME

*Should damage beyond normal wear and tear or theft occurs, you will be charged against your security deposit initially for the damage or stolen item(s) after your departure. If the loss is more than the deposit, then you agree to be personally responsible.

Items in your home are inventoried before and after your visit. Please notify our office if any damage is noted or items missing upon your arrival

SUBSTITUTION

We reserve the right to substitute comparable accommodations without notice or liability, should a property become unavailable. If comparable accommodations are not available, the renter will have the option of selecting from available properties at the published rate or receiving a complete refund of monies paid.

SUPPLIES & APPLIANCES

Each property provides:

- An initial supply of kitchen linens, garbage can liners, toilet tissue and bath soap
- Fully equipped kitchen with microwave and dishwasher, unless stated otherwise in the property description.
- At least one TV and DVD or VCR
- Washer and Dryer, unless stated otherwise in the property description.
- Telephone

TRASH

- Place trash in the outside receptacle, and leave by road for curbside pick up
- Refer to instructions in your rental property for the pickup days. West Kissimmee Monday & Thursday / East Kissimmee Tuesdays & Fridays

- Trash must be out by 8a.m. on pick up days. If there is an excess of trash on departure due to not putting trash out there will be a **\$50 pick up charge!**

TELEPHONES

We now provide for your pleasure & convenience.

GRILLS

Gas grills are included in the quote. Due to Florida Law ?NFPA1- Chapter 3 paragraph 3.48 **NO BBQ ARE PERMITTED TO BE USED ON POOL DECKS WITHIN 3 FT OF ANY COMBUSTIBLE MATERIAL. AND IN NO CIRCUMSTANCES SHOULD THE GAS GRILL/ BBQ BE USED INSIDE THE SCREENED POOL AREA OR INSIDE THE GARAGE.**

POWER, WATER, PHONE & CABLE OUTAGES.

We occasionally experience outages that are beyond our control. We report outages as each occurs. **No refunds will be given for any outages.**

ORLANDO VACATION RENTALS FOR SALE

If a property should go on the MARKET FOR SALE, it may be shown to qualified buyers. Every effort will be made to schedule the showing at a convenient time and not interrupt your vacation. Properties on the market for sale will have the FOR SALE symbol on the website. Guest will also be notified upon Check-in if their property is on the MARKET FOR SALE. In the event, a property should sell and no longer be available, every effort to find similar accommodations will be made. If none are available, a complete refund of your payment will be made. Please check the website for current listings.

MAINTENANCE & HOUSEKEEPING

Every effort is made to have your rental property clean and all equipment and furnishings in good working order. If you find any maintenance or housekeeping problems upon your arrival, telephone our office as soon as possible 407-846-8484. If you are a late arrival, please telephone us by 11:00 a.m. the next morning. We will make every effort to correct the problem.

MANAGEMENT

All properties are individually OWNED and are managed by Florida Villa Rentals. If you or a member of your party is disabled or has special needs, please discuss this with your reservationists. Every effort will be made to accommodate your needs. We serve as the agent and representative of all property owners and act at all times in the best interest of the owner. We reserve the right to refund deposits, refuse rentals or discontinue occupancy if, in our opinion, a renter is detrimental to the property. Any reservation obtained under false pretense will be subject to forfeiture. Authorized employees may enter the premises for any purpose to manage the rental. We are not responsible for accidents or injury to guests or for loss of money or valuables of any kind. Rates, descriptions, and availability are subject to change without notice. Every effort has been made to assure that our information and descriptions are accurate; however, Florida Villa Rentals cannot be held responsible for changes made by owners in furnishings and amenities or for printing errors.

NO PETS/ANIMALS

Sorry, strictly no pets/ animals are allowed inside the home at any time. If a pet or animal is found inside the house, you the guest will be deemed as breaching the terms and conditions of the rental agreement and will forfeit the damage deposit is taken and immediate eviction with NO REFUND OF RENT

NO SMOKING

No smoking inside, any guest found in violation at any time will be asked to leave. All monies for reservation will be forfeited. **If found after your departure, your entire security deposit will be charged**

OCCUPANCY & AGE REQUIREMENTS

The maximum number of persons allowed in each property is stated in the property description on the website. Children are counted, including under the age of (3). If in doubt, please call and talk to us. This represents the total number of people allowed to occupy the property inside or outside, day or night.

LARGE GATHERINGS

We are very serious about maintaining a family atmosphere for the quiet enjoyment of our guests. We do not rent to groups of teenagers with or without chaperons regardless of whether the chaperons are parents of one of the teenagers. We will rent to family groups, married couples, and RESPONSIBLE ADULTS over the age of 21. Proof of age is required. **Violation of this policy will result in immediate eviction without refund or rent.**

You have read the entire agreement and understand and agree to the contents, which constitute the entire agreement.