

## **'Lakeview', Royal Palm Bay, Kissimmee, Orlando, Florida**

All reservations are subject to the following terms and conditions:

### **Booking and Payment**

- The party leader should request a reservation by email or telephone. We will then confirm availability and rental rate.
- A non refundable deposit will be required along with a completed booking form to secure the reservation.
- The balance of the rental, plus tax on the full amount, will be payable when registering and picking up the key at our Management Company's office on arrival in Kissimmee. The office is open for extended office hours and payment can be made by cash or credit card.  
Note: Special arrangements can be made for late arrivals.

### **Cancellation by Owner/Management Company**

- Should circumstances beyond our control require us to cancel a booking, you will receive a full refund of all monies paid and no liability can be accepted.

### **Cancellation by Guest**

All cancellations must be received in writing and will result in the loss of the deposit.

### **Rental Period and Occupancy**

- Check in time is after 4 pm. on the arrival date. Check out time is 10 am. on the departure date.
- The property may only be occupied by a maximum of eight people.
- All accommodation is booked solely for persons named on the booking form and the Owner/Management Company reserves the right to refuse entrance to those who are not named.
- Please, no smoking in the property.

### **Complaints**

- Should you experience any problems, please contact the Management Company immediately who will endeavour to assist and rectify the problem as soon as practically possible.

### **Liability Limitations**

- The Owner/Management Company accepts no responsibility liability for loss or injury while staying at the property or using the facilities of the development.
- Guests are requested to have appropriate insurance in force for the period of their trip. Loss or injury should be reported to your insurance company immediately.
- Parents must at all times supervise children when using the pool and other facilities on the development.
- The Owner/Management Company accepts no responsibility or liability for equipment on the property. After notification of equipment failure the Management Company will rectify the problem in a reasonable and timely manner.
- The Owner/Management Company accepts no responsibility for, and shall not be liable, in respect of loss/damage/cancellation or changes caused by force majeure events (e.g. strikes, flood, fire, airport closures etc.) or any other event beyond our control.