

Terms and Conditions

Booking procedure & payment terms

- If you want to book accommodation with Oasis Vacation Homes, you must complete a booking form. This applies even if you have booked online via a third party website.
- A deposit of 25% of the rental amount is due at the time of booking. The balance is due no later than 10 weeks prior to arrival. Full payment of the rental amount is due at the time of booking if the reservation is being made less than 10 weeks before arrival.
- Payments can be made by check or credit card. Any bank fees such as returned check fees or foreign currency exchange fees will be paid by the guest.
- A booking will only be confirmed when both the booking form has been completed and returned to Oasis Vacation Homes and the deposit has been received by Oasis Vacation Homes. Oasis Vacation Homes will acknowledge the booking via an email booking confirmation to the guest.
- All quotes for rental expire after five working days.
- A \$250 damage deposit is required. This will be refunded in full no later than fifteen days following your departure from the property and upon receipt of a satisfactory report that there has been no loss or damage to the property. Alternatively, you may register your credit card details with Oasis Vacation Homes to act as the damage deposit. Any charges against the damage deposit will be made within fifteen days and you will be notified immediately should we intend to make a charge. You are renting a private property, in the unlikely event that any damage or loss occurs that cannot be resolved between yourself and Oasis Vacation Homes, further proceedings may be instigated against you by the property owner.
- A damage deposit with Oasis Vacation Homes is required regardless of any additional insurance or damage protection that you take out with a third party.
- No entry details to the home will be provided until we have received a completed booking form, full payment and the damage deposit requirement has been met.

Cancellation

- Once confirmed, you may cancel the booking at any time subject to the clauses detailed below.
- We reserve the right to cancel the booking if you do not comply with the booking procedure and payment terms.
- Cancellation must be in writing, email is sufficient.
- The following cancellation charges apply to all rentals:
 - Within forty-eight hours of booking - \$100 admin fee or loss of deposit, whichever is less.
 - More than ten weeks before arrival date – loss of deposit
 - Less than ten weeks before arrival date – 100% of all monies paid.
- The damage deposit is not subject to cancellation charges and would be refunded in full.
- In the unlikely event that we have to cancel your reservation due to any unforeseen circumstances whatsoever, we will endeavor to place you in a vacation home of similar standard in the same resort area. In the unlikely event that this is not possible we will refund all monies paid. Under no circumstances will any compensation be paid to the guest in the event of a cancellation or relocation of a reservation.
- Checking out of the rental home earlier than your pre-booked departure date will be considered a cancellation of the remainder of your vacation. No refunds will be given for early check out for any reason whatsoever.

Accommodation

- The property may only be occupied by two people per bedroom plus two people in the living area if a sofa bed has been provided.
- The property is provided only for the number of persons indicated by the guest on the booking form at the time of booking.
- The property is provided only for the named guests as detailed on the booking form.
- The property will be available to guests after 4.00 pm local time on the day of arrival.
- The property must be vacated by 10.30 am local time on the day of departure.
- Early arrival and late departure is not possible unless previously agreed. Failure to comply may result in an additional charge of at least one night's rental and you may be asked to leave the property immediately.
- An adult must accompany guests under the age of 21.
- It may be necessary for staff or agents of our management company to enter the premises during your stay there in order to perform routine maintenance or repairs.
- Where applicable and if paid for, pool and/or spa heat may be provided. In many cases the equipment employed to heat the pool and/or spa water is an electric powered heat pump. Normally this equipment is very good at heating a pool and/or spa adequately but in the rare instances that ambient air temperature falls below 55F, the equipment will no longer function as desired. This happens occasionally during the day in the winter months but is more frequently an issue for spa operation at night time after the sun goes down. Refunds for pool and/or spa heat payments will only be issued for equipment failure and this will need to be verified by a qualified pool heater technician.
- Where applicable, pool safety equipment must be checked upon arrival and used at all times when the pool is not in use. Typically, this consists of a safety fence separating the pool from the home and/or alarms on exterior doors leading to the pool area.
- Where applicable, the pool is cleaned once per week and the details are displayed in the home.

Use of utilities

- Normal usage of electricity and water is included in the rental price.
- Cable TV is provided and is included in the rental price.
- A telephone service may be available and if so is included in the rental price. Calls may be limited to the local area only; the service level varies between properties.
- Internet access may be available. There is no guarantee of compatibility, availability, speed or quality of service.
- Any issues with any services will be resolved as soon as possible which may involve dealing with the service providers. It may be necessary to make appointments with the service providers and this can take anywhere from a few hours to a few days.

Loss of damage deposit

The management company will inspect the property for loss, damage, cleanliness etc. following your departure. The lead renter will be liable for all costs resulting from this inspection other than any costs arising from acceptable wear and tear. Any loss, damage, cleaning fees or other expenses exceeding the damage deposit amount will be fully reimbursed by the lead renter within fifteen days of departure. There are many reasons why you may incur full or partial loss of your damage deposit although it is important to note that it is rare that we actually have reason to withhold any funds at all. Please treat the home with respect and leave it as you found it. We don't expect you to clean the home but we do expect you to look after it and respect the cleaning staff and management company staff who come in after you leave to prepare the home for the next set of guests. The following list covers some of the more common reasons for damage deposit deductions but the list is by no means complete.

- Smoking inside the property

- Damage to the home and/or inventory items or missing inventory items
- Excessive garbage left in the home
- Late check out without prior arrangement
- Used diapers, used sanitary items, discarded medical items left for the cleaners to remove
- BBQ cleaning (except if the BBQ was hired from the management company or other rental company)
- Bent pool poles
- Holes or tears in pool screen enclosure
- Coins/other metal objects/toys/trash/other items left on bottom of pool
- Blocked toilets or sinks caused through misuse
- Stained linens & towels (bleach/blood/drinks etc.)
- Carpet & furniture stains requiring professional cleaning
- Relocation of furniture (beds/tables/nightstands), mattresses, pool furniture etc. to original position
- Loss of keys or key box (There is a \$200 locksmith fee for lost keys)
- Non-emergency call outs after hours, at weekends or on national holidays
- Call outs for any issues caused by renter negligence
- Animals in the property unless authorized

Smoking

- For the comfort and safety of guests, the property is designated a no smoking zone.

Animals and pets

- Animals and pets are not permitted in the property unless previously authorized. Almost all homes have a no animal and pet policy without exception.

If you have any problems

- In the unlikely event of anything being wrong with your vacation home, the management company must be informed at the earliest opportunity during your vacation and given a reasonable amount of time (24 hours is normal) to address any issues. Do not attempt to fix anything yourself that you are unfamiliar with because you will be liable for any damage or loss caused by your actions.
- Every effort will be made to fix any issues that you may encounter in a timely manner. However, no compensation will be paid for issues beyond our control regarding equipment failure such as pool heaters, air conditioning units, refrigerators, freezers, televisions, games room equipment etc.
- No complaints will be accepted after your vacation if the management company were not informed of the circumstances of the problem during your vacation.
- The home is a private home and the facilities provided may change from time to time.
- Pest control is performed regularly however as Florida is a tropical state, insects may be a problem from time to time. Details are posted in the home if an extra visit from the pest control company is required.

Liability limitation

- We accept no responsibility for and shall not be liable in respect of any death, injury, loss or damage or alterations, delays or changes arising from circumstances outside our control such as war or threat of war, fire or adverse weather conditions, government action, technical problems with transport, closure or

congestion at airports, cancellations or changes of schedules by airlines or theft from the property, both interior and exterior.

- In the unlikely event of us being negligent and/or in breach of our contract with you, our liability shall be limited to the cost of your booking with us.
- We accept no responsibility or liability for loss or damage to personal items while traveling to the property, staying in the property or after departure from the property.

Accuracy of information

- A great deal of care has been taken to ensure the accuracy of information we have provided. However, facilities and services may not be open or available due to renovation/maintenance works, adverse weather etc. When we are aware that a facility or service advertised in the information provided will not be available during the period of your stay, we will take steps, wherever possible, to notify you prior to travel.
- At times it may be necessary to remove items from the property or replace items at the property with similar items of an equivalent or better standard. Wherever possible, we will endeavor to notify you of such changes prior to travel but can accept no responsibility for facilities that are removed, different or in addition to those previously advertised.
- We reserve the right to reasonably amend any of the terms and conditions set out herewith

It is in your own best interests to take out travel and medical holiday insurance to cover unforeseen circumstances which may necessitate the cancellation of your booking. You should have adequate medical insurance and cover for your personal belongings for the duration of your stay, including travel both to and from the property.

