



# WALTS WORLD

www.waltsworld.co.uk

Tel: + 44 (0)1205 723463 Mobile: 07740280653

## BOOKING REQUEST FORM

PLEASE PRINT CLEARLY IN BLOCK CAPITALS

Party leader - to whom all correspondence will be forwarded:

Name Mr(s) \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Contact tel. no(s): Home \_\_\_\_\_ Work \_\_\_\_\_

Mobile \_\_\_\_\_ Email \_\_\_\_\_

Details of party members: (NOTE: number of occupants will be verified by our local representatives.)

	Mr Mrs Miss Ms Mstr	Initials	Surname BLOCK CAPITALS party leaders name first	Age & date of birth (for insurance purposes)			Mr Mrs Miss Ms Mstr	Initials	Surname BLOCK CAPITALS party leaders name first	Age & date of birth (for insurance purposes)	
				Age	DOB					Age	DOB
1							7				
2							8				
3							9				
4							10				
5							11				
6							12				

We wish to rent the above holiday villa (Walts World) as follows:

DATE OF ARRIVAL \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (after 4pm)      DATE OF DEPARTURE \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (before 10am)

I hereby certify, on behalf of the above named persons, by who I am authorised to take this booking, that I am over 18 years of age, and that I have read, understand and agree to the booking, terms and conditions and payment procedure.

I confirm that I have adequate comprehensive holiday insurance arranged on behalf of the above mentioned persons.

(We **MUST** have the name and addresses of your insurance company so please enter information here).

I enclose the required deposit consisting of:

Initial booking deposit (£200 or \$340 per week or part thereof) £ \_\_\_\_\_

**Note!** For bookings within 10 weeks of departure, the full amount payable together with the Security Bond is due immediately

**Spa Heat & Jets** - £60 or \$96 per week or part thereof will be added to your final balance, as this cannot be locked.

### Optional Extras

Pool Heating      Yes      No      (Please circle as appropriate)

And hereby agree to forward the full balance, together with the security bond, no later than 10 weeks prior to the date of departure.

Signature \_\_\_\_\_

Date \_\_\_\_\_

(Party leader to sign)

Cheques should be made payable to **C. Ruck** and forwarded together with this booking form to:

Mrs C Ruck, 37 Princess Road, Kirton, Boston, Lincs PE20 1JW ENGLAND

FOR ADMIN USE				Booking Ref. No.
Action	Rec'd	Date	Initial	<u>Note</u>
Dep Rec'd				
Bal Rec'd				
3 Weeks Before				
Security Bond				

## **WEEKLY RENTAL RATES**

Prices quoted are in GBP/USD and are inclusive of all taxes. The prices given, and are independent of the number of guests - up to the stated maximum for the property. For stays other than full week/s periods, the additional night/s charge/s can be calculated by dividing the weekly rate by 7 and multiplying this figure by the number of extra night/s you wish to stay. This figure should then be added to the total cost of the full week period/s.

The above rental charges are inclusive of Electricity (except pool/spa heating), Water, Air-Conditioning & Heating, Local & Long Distance telephone calls, Cable Television, use of Swimming Pool, Refuse Collection, Local and State Taxes, Housekeeping/Cleaning - before and after your stay, Maintenance of the gardens plus Servicing/Cleaning/Maintenance of the Swimming Pool and spa throughout your stay, use of Linens, Towels and all Furniture, Entertainment Equipment, Fixtures and Fittings, and use of the 'Community Areas'. All rental charges are subject to the Booking Terms and Conditions.

## **LATE BOOKINGS MAY BE AVAILABLE**

The rental rate quoted on a late booking is deemed as being accepted on receipt of the booking form and is payable in full and will include any costs for spa and or pool heating as requested and will include a security bond. If you wish to extend your stay, subject to availability, then the agreed additional rate will be payable in full by cash to the local management company.

( IF YOU ARE UNSURE ABOUT ANYTHING, PLEASE ASK )

## **BOOKING AND PAYMENT PROCEDURE**

1. Please email or telephone to check the availability of your chosen dates, check the on-line calendar for further information.

\*Late Bookings may be available \*

2. A provisional reservation can be made by email and/or telephone and will remain valid for a period of 48 hours.

3. Any booking MUST be confirmed by forwarding the completed Booking Form together with a non-refundable booking deposit of £200.00 GBP OR \$340.00 U.S. DOLLARS for each week booked. The Booking Form and deposit must be received within 5 days of any provisional reservation.

4. The full balance together with Security Bond (see Terms and Conditions) MUST be received at least 10 weeks prior to departure.

5. For bookings within 10 weeks of departure, the full amount together with Security Bond is payable at the time of booking.

6. All payments to be in GBP OR U.S. DOLLARS, unless otherwise arranged with the owners.

7. Receipts/acknowledgements will be issued at each stage for all monies received.

8. Directions, Maps and other General Information will be forwarded by email, unless requested in a different format, following payment and clearance of your Balance, approximately 3 weeks before the departure date. It is the party leader responsibility to confirm receipt of these documents.

### **NOTE:**

It is strongly recommended that adequate travel/holiday/medical insurance be arranged for all members of the Party at the time of booking in order to cover the eventuality of cancellation for reasons beyond their control.

MR & MRS RUCK

'WALTS WORLD'

37 PRINCESS ROAD

KIRTON

LINCS

PE20 1JW

ENGLAND

## **TERMS AND CONDITIONS**

### **1. BOOKING**

The Booking Form must be completed and signed by the party leader (hereafter called the Guest(s)) who must be over 18 years of age. The signing of the booking form shall be deemed to constitute the acceptance of the Booking and Payment Procedure plus Terms & Conditions by the Guest and shall be a warranty by the person so signing that they have the authority to act on behalf of the persons named on the booking form including any substitutions or additions by any subsequent agreed amendments to the booking.

The procedures and terms and conditions will still apply even if for any reason the booking form has not been fully completed, signed by the client, e.g. in the case of a late booking requested by telephone or email which necessitates immediate commitment, on return of the completed booking form all procedures and terms and conditions will still apply.

The booking is not accepted until the completed and signed Booking Form together with the appropriate deposit has been received and the Acknowledgement/Receipt has been issued. If the booking is not accepted for any reason the deposit will be refunded in full. Amendments to, or cancellation of a booking by the Guest will be subject to the provisions of sections 6 and 8 of these terms and conditions.

Under Florida State Law the accommodation cannot be shared, assigned or sublet and only the persons shown on the booking form are permitted to stay in the property. Persons/children under the age of 18 years are not acceptable unless accompanied by parents or an adult.

No pets permitted. No smoking is permitted inside the property.

### **2. PAYMENT**

Deposits and Payments are to be made in accordance with the Booking & Payment Procedure. Failure to comply with the payment procedure will be deemed to be a cancellation by the Guest and will be subject to the cancellation charges as detailed in Section 8.

### **3. THE RENTAL PERIOD**

Reservations normally run Saturday to Saturday and are for a minimum of 7 nights, other than by prior arrangement.

The villa is available for occupation from 4.00 p.m. (local time) on the day of arrival until 10.00 a.m. (local time) on the day of departure. Vacating after 10.00 a.m. may incur charges equivalent to one day's accommodation cost.

If a later checkout time is requested and is available, there will be a £50 or \$75 charge up to a check out time of 2pm on the agreed day. If you request a checkout time after 2pm (and the villa is available) then a charge equivalent to one days accommodation cost will be charged. Late checkout costs where possible will be taken out of your security bond.

### **4. RENTAL CHARGES**

The villa rental charges and the items included are as detailed under "Weekly Rental Charges".

### **5. PRICE GUARANTEE**

The rental price for the villa is fully guaranteed when the deposit has been paid and the acknowledgement / receipt has been issued.

### **6. AMENDMENTS**

The effective date of any amendment is the date on which details of the proposed amendment are received in writing. Whenever possible, any amendment to the booking requested after the booking has been confirmed, will be accommodated. Dependant on the nature of the amendment additional costs may be incurred.

### **7. THE SECURITY BOND**

The Guest is solely responsible for any damages or breakages that may be caused to the property or to its contents and also for any loss of items in the inventory during their stay. Therefore a GBP200.00 or US DOLLARS340.00 refundable security bond payable with the final balance will be held against such an eventuality. The villa is inspected both before and at the end of each occupation and upon confirmation that all is in order; this deposit will be refunded in full. Where it is not possible to check the accommodation before departure, the security bond will be reimbursed as soon as possible after the Guest has returned, approximately 3 weeks after your departure. Charges

for damages / losses or any maintenance / repairs to the Villa, equipment, amenities or fixtures necessitated by misuse will be at the discretion of THE OWNERS and will be deducted from the Security Bond. In the event of any damage / loss which are assessed to be in excess of the Security Bond, the Guest will be held responsible for full reimbursement of the outstanding amount within fourteen days of notice of such costs. It is important that the property be left clean and tidy at the end of the rental period.

A SONY PlayStation 2 has been provided free of charge for use by the Guest. This system includes the main unit (which also serves as a DVD player), two controllers, several games and a memory card. Guest are responsible for the proper use of the PS2 system and its various components. If, when inventory is completed upon Guest's departure, it is noted that any games or other components of the system are missing, the cost to replace the missing items will be deducted from the Security Bond.

DVD'S/CD'S/GAMES/READING BOOKS/SPORTS EQUIPEMENT/SUNDRY ITEMS A selection of these are in the home, a full inventory has been taken and amounts of each taken and it is noted that any games or sundry items are missing, the cost to replace the missing items will be deducted from the Security Bond.

Charges for damages, losses or any maintenance or repairs to the premises, equipment, amenities or fixtures, or any cleaning services over and above those normally required to prepare the villa for the next guest which are necessitated by misuse or extraordinary uncleanliness, will be at the discretion of the Management Company and will be deducted from the Security Bond.

SPA A chemical floater is in the spa with the correct dose of bromide and must not be removed at any time, or tampered with, as this is there for your safety to ensure the water is correctly chemically balanced, if this is removed or lost and extra chemicals above and beyond the usual requirements need to be added and/or the spa has to be emptied because of water contamination then you will be charged the cost of emptying, refilling and balancing the water in the spa from your security bond.

There are pool alarms on both patio doors and the pool door these are there for your own safety and are required by Florida Law, do not tamper with them in anyway. If any damage is done to these alarms or if they are disarmed in any way then the cost to repair/replace will be deducted from your security bond.

This rental villa is designated as a "No Smoking" villa, and all Guests agree to refrain from smoking inside the house. In the event that neutralization of smoke odors from cigarettes, cigars, pipes or other smoking materials is required, or in the event that burn marks from cigarettes, cigars, pipes, or other smoking materials are detected, the cost for elimination of those odors or repair of the burn marks will be deducted from the Security Bond.

If the barbeque grill is used and not cleaned by the Guest prior to departure, an additional fee of a £30 or \$50 will be deducted from your security bond for the Management Company to clean the grill. This is complimentary and the final clean does not include the cleaning of the BBQ.

For the convenience of guests, the owner has supplied FREE local and FREE Long Distance telephone calls. INTERNATIONAL CALLS ARE LOW RATE ( \$0.07 PER MINUTE TO PHONE AND \$0.21 TO A MOBILE) on a trial basis, this is not a fixed service; therefore, it can be removed at any given time. Call charges will be monitored online by the owner, if there are signs of excessive use of this service, (ABOVE \$20) the owner will have no alternative but to withdraw it immediately and excessive charges will be deducted from the security deposit.

INTERNET CONNECTION high speed wireless internet connection is available, you will require a laptop which is wireless enabled to use this facility.

## **8. CANCELLATION BY CLIENT**

Any cancellation by the Guest must be notified in writing directly to THE OWNERS. Cancellation by telephone will not be accepted. In the event of cancellation by the client, the following charges will apply :-

PERIOD BEFORE DEPARTURE	Deposit
LESS THAN 10 WEEKS BEFORE DEPARTURE	100% of all costs (i.e. no reimbursement)

Note: All Guests are strongly advised to have adequate travel / holiday / medical insurance in force for all members of the party and for the entire period of rental. (Travel insurance may cover the cost of cancellation for reasons beyond your control).

## **9. CANCELLATION BY HOME OWNER**

In the unlikely event that circumstances beyond our control necessitate cancellation of the booking, we will refund any monies paid by the party leader (without interest, compensation or consequential loss of any kind).

## **10. INTERNATIONAL TRAVEL REQUIREMENTS**

Guests are personally responsible for the provision of international travel documentation, if required by USA law, including applying for individual ESTA's for all travellers on the booking form within the specified time limits (72 hours

before travel) and any required health documentation. Cancellation caused by Guests due to incorrect documentation will be charged the relevant cancellation fees.

## **11.FORCE MAJEURE**

THE OWNERS and their representatives accept no responsibility whatsoever and no compensation or any other payment will be made if any cancellation or change to the terms of the booking becomes necessary due to war or threat of war, riots, civil commotion, terrorist activities, industrial disputes, natural and nuclear disasters, fire, flood, adverse weather conditions, building or construction in progress within the community, technical problems with transportation, closure or congestion of airports, alterations or cancellation of schedules by carriers, or any other events beyond our control.

## **12. COMPLAINTS**

In the unlikely event a problem should arise whilst on holiday relating to the Villa, the Guest should immediately contact our Representatives (their details will be supplied prior to your departure & are also to be found in Welcome Book, which is to be found in the Villa).

The Representatives will seek to resolve matters speedily.

## **13. BROCHURE DESCRIPTION**

Whilst all information supplied in our brochure/website is deemed to be correct and to the best of our knowledge, it is understood that the information supplied is for guidance purposes only, could change from time to time, and does not form part of any contract.

## **14. LIMITATION OF LIABILITY**

Although every effort is made to ensure that the villa is in perfect condition, and as described in the literature supplied. It is a condition of acceptance of the Terms & Conditions that the Guest understands this information is as supplied at the time of writing and is subject to change without notice. It should be pointed out that as many communities still have ongoing building & construction work in progress, over which we have no control whatsoever, THE OWNERS and their representatives accept no responsibility whatsoever and no compensation or any other payment will be made to any Guest in respect of any disturbance, annoyance, inconvenience or any other problems that may be caused or created by or in response to any such building or construction work being carried out within the community. Guests specifically requiring information regarding building or construction work affecting the Villa should request this information before booking.

THE OWNERS cannot accept responsibility for third party claims, i.e Management Company, nor their agents, accidents, damage to, or loss of property or for any expenses incurred for any reason, including changes caused by Force Majeure, regardless of howsoever they may have occurred, nor can liability be accepted for injury as a result of the use of any baby/infant equipment supplied for our guests and or use of the pool or hot tub, howsoever caused. Guests are specifically advised not to allow unsupervised children to use the pool & spa. GLASS is not permitted in the pool/spa area. In the event broken glass gets in the pool or hot tub, the pool or hot tub would have to be drained and refilled, you will be charged for this.

Upon arrival at the rental villa, the Guest should note the pool and hot tub rules and regulations that have been posted, and those emailed out prior to arrival, a copy of which is available upon request. Removal of the pool safety fence is illegal and strictly forbidden, however rolling and clipping the safety fence is acceptable but you do this at your own and others with you risk, this must be put back on your departure.

An alarm system is installed in the villa and must be used every time the villa is left unoccupied, in the event of a break in, if the alarm is not armed then the insurance will be invalid and no claims will be honoured. Any losses from the villa will also be payable by the party leader/guests.

## **15. SWIMMING POOL/HOT TUB**

Our pool depth is from around 3 feet to around 5 feet and the Hot Tub is approx. 3 feet in deep.

POOL - Our pool is regularly inspected, cleaned and maintained but may be affected by dust, dirt or insects, particularly during or after bad weather. The pool is cleaned and chemically balanced every week for your safety and comfort; however on rare occasions it may be necessary to apply extra chemical to the pool to maintain safe and correct chemical levels. Should this occur during your stay it will be necessary for you to be out of the pool for a period of 12-24 hours for safety reasons . Please keep both lanai doors closed to keep out unwanted guests and debris.

Pool Blanket This is there for your use to help keep the pool temperature higher, you must use with great care, this must always be used in conjunction with the pool blanket roller. For safety reasons always roll back the blanket fully onto the roller before using the pool. Do not let anyone within the fenced pool area or near the pool when the blanket is on, especially children, this is very dangerous and could result in drowning if someone falls into the pool when the blanket is on and in use. Use this only at your own and others risk.

BREAKDOWN Very occasionally, pool heating, jets or lighting, etc breaks down - in the unlikely event that the pool

heating breaks down during your stay (if you have pre-ordered this), we will either provide the owed day(s) pool heating at a later time or, if this proves impossible, refund the unused portion of the pool heating costs.

If pool lighting breaks down, this may not be able to be restored without draining the pool - if this is repaired during your stay, please be aware that you may not be able to use the pool for up to 72 hours whilst the water is drained, the light(s) repaired and the water restored to normal levels.

For this reason, pool lighting breakdowns are normally repaired when the home is unoccupied to avoid guest inconvenience.

**Hot Tub** You need to check the temperature before entering the spa, enter slowly using the steps, this is also a 'cool down step' use this to cool down before leaving the spa. Never allow children to access or use the spa unless closely supervised by an adult at all times. The water temperature should be set at 98 degree Fahrenheit and never exceed 104 degrees Fahrenheit (40 degree Celsius), lower temperatures are recommended for young children and elderly adults. Only use the spa for up to 10 - 15 minutes intervals, if you are in the spa when the temperature is high please leave and cool down before returning. Do not use any electrical equipment within 5 feet of the spa. Please ensure that the cover is replaced immediately after use, this will ensure the temperature is more constant and debris does not get into the spa.

**DO NOT USE THE SPA IF ANY OF THE FOLLOWING RELATE TO YOU OR YOUR PARTY MEMBERS:** Pregnant women, persons using medications, persons suffering from obesity or with a medical history of heart disease, circulatory problems or diabetes should check with their physician before entering spa. People with infectious diseases or open wounds.

## **16. SWIMMING POOL HEAT**

Pool heating is recommended (but not compulsory!) for stays between November & April (but can be ordered for any month of your choice) and must be requested on the Booking Form - there is a 4 day minimum period for pool heating. You should note that our HOT TUB IS HEATED SEPERATELY FROM THE POOL AND CANNOT BE LOCKED, SO A CHARGE FOR THIS IS ADDED TO YOUR FINAL BALANCE.

If you have ordered pool heating but the weather is warm, you will pay for ordered pool heating as this will have been turned on in advance of your arrival and no refunds will be given in these circumstances.

**WARMING UP** If you order pool heating from your check-in date, we cannot turn pool heating on for you whilst your rental home is occupied by other guests. Pool heating will be turned on (at some time between 11 am up to 4pm check-in time) on your check-in day, prior to your arrival. Depending on the weather conditions the water can take some hours to reach optimum temperature.

Due to the nature of the prevailing weather systems in the sub-tropical climate of Florida, THE OWNERS cannot guarantee the water temperature in the swimming pool. The pool heater is set and locked to standard water temperatures. The heater is set to operate at set standard hours during the day, this is to ensure that guests paying for the heating service get the optimum benefit from the heating at normal times, and that we comply with the operating requirements of the system as laid down by the manufactures. The actual water temperature will vary with the ambient temperature, time of use and prevailing weather conditions. THE OWNERS will NOT enter into any discussions concerning complaints regarding pool temperatures and or lighting facilities; therefore guests booking pool heating do so at their own risk.

## **17. HOT TUB HEAT**

Due to the nature of the prevailing weather systems in the sub-tropical climate of Florida, THE OWNERS cannot guarantee the water temperature in the spa. The heater is set and locked to standard water temperatures, although guests can override the set temperature but do so at there own risk. The heater and jets are set to operate at set standard hours during the day, this is to ensure that guests paying for the heating service get the optimum benefit from the heating at normal times, and that we comply with the operating requirements of the system as laid down by the manufactures. The actual water temperature will vary with the ambient temperature, time of use, the proper use of the insulated lid and prevailing weather conditions. THE OWNERS will NOT enter into any discussions concerning complaints regarding hot tub temperatures.

## **18. NON-SMOKING AND PETS POLICY**

It is the standard policy of THE OWNERS that the property is deemed as Non-Smoking. Therefore All Guests are required not to smoke whilst in the villa, garage/games room. Smoking is permitted in the pool deck area, and ashtrays are provided for this purpose. Any extra cleaning or damage, howsoever caused through Guests not abiding by this Non-Smoking Policy, will be dealt with by the deduction of such costs as required by THE OWNERS from their security deposit, according to the Security Bond Procedure (see item 7 THE SECURITY BOND).

**CLIMATE** Florida has a tropical climate, which is ideal for both humans and pests. These are not an unusual occurrence and, for this reason, our home has a monthly pest control program. To help eliminate these uninvited guests we recommend that all windows and doors remain shut at all times and that all opened food is stored in the refrigerator provided. If you become aware of a pest problem inside the home, sprays such as Raid can be

purchased locally. If the problem is more widespread, you must inform our management company immediately so that the appropriate treatment can be initiated.

No pets are allowed in the villa or garage/games room at any time. If a pet is found in the villa it will render the booking void, all monies paid will be forfeited, all occupants will be asked to leave the villa immediately with no further compensation and the cost of a thorough deep clean of the property will be deducted from the security bond. In the event that the security bond does not cover the cost of the thorough deep clean or the cost of repairing or making good any damage the owner reserves the right to reclaim from the guest any and all additional costs incurred.

Note: If a pet/pets are found to have been in the property then the above conditions will apply and a minimum charge of £150 or \$175 will be made.

## **19. GUEST RESPONSIBILITIES**

It is the responsibility of each and every Guest to read and understand the Terms and Conditions and to read and understand the Welcome Book in the Villa, and to ensure that all the Villa and communal rules are adhered to. The party leader is responsible for the actions of all the Guests in their party. Failure to abide by any of these rules could result in deductions being applied to your Security Deposit. The Villa will be professionally cleaned prior to Guests arrival and again after the Guests departure but it remains the responsibility of the Guest to ensure the Villa is left in an orderly state. Kitchen utensils & BBQ's (grill and drip tray) should be cleaned before leaving. The Cleaning Company will charge for any extra cleaning and this will be deducted from the Guest's Security Deposit.

The Guest/s are solely responsible for any damage or breakages beyond "wear and tear" that may be caused to the property and/or to its contents, and also for any loss of items in the inventory during their stay. Upon arrival, the Guest should immediately report any damage to the premises to the Management Company. Examples of such damage might include, but are not limited, to broken windows or blinds, torn screen on screen house, burn marks on counters or furniture, appliance problems, major stains, etc.

The Guest is responsible for the safe return of the key for the property, if this is taken out of the lock box. If the key is not returned or is lost, the cost of changing the lock and lock box will be deducted from the Security Deposit.

An alarm system is installed in the villa and must be used every time the villa is left unoccupied, in the event of a break in if the alarm is not armed then the insurance will be invalid and no claims will be honoured. Any losses incurred will also be payable by the party leader.

There are pool alarms on both patio doors and the pool door these are there for your own safety and are required by Florida Law, do not tamper with them in anyway, the pool alarms will sound if any of the three exit doors to the pool area are left open. To stop the alarms sounding the doors need to be shut. If any damage is done to these alarms then the cost to repair/replace will be deducted from your security bond. If any guest is using the pool or the pool vicinity and these alarms are disarmed and so not used correctly, then any claims will be nil and void.

Please bare in mind that most homes are situated on a community, which consists of both residential and short-term vacation homes, we therefore request that out of respect for your neighbours, no noise between the hours of 10pm & 8am.

## **20 . THE OWNERS RESPONSIBILITIES**

It is a requirement of booking that Guests understand THE OWNERS responsibility is to ensure that the villa is available for the Guest for the times requested and that it has been prepared in readiness for the Guest's arrival. In the unlikely event of there being a problem with the Villa, it's contents, running or operation, including any community problems, the Guest MUST contact our relevant Representatives in Florida, (details will be supplied prior to departure). The relevant Representatives are available with a dedicated 24 hour phone line and are the only people able to resolve any problems regarding the Villa during the rental period. Any and all problems must be reported to the Representatives including damage or breakages caused by the Guests. THE OWNERS will not enter into discussion relating to problems with the villa that have not previously been reported to the Representatives in Florida.

## **21. COMPLAINTS**

In the unlikely event that you should have a problem with our rental home or its facilities, please bring this to the attention of the management company immediately so they can investigate and attempt to resolve the issue locally. If you are still dissatisfied with the outcome, please send the complaint in writing to us within 14 days of your return home and send us a copy.

If you do not bring your complaint to the management company's attention immediately, you will have not allowed them the opportunity to satisfactorily resolve your problem - in these circumstances, we will be unable to assist with

your complaint - we cannot try to put things right for you when you have returned home!  
Please note, however, that we cannot accept responsibility for the actions or omissions of the management company staff.

Should you be dissatisfied with our own booking procedures or administration, please let us know immediately about the problem so that we can attempt to improve our service.

Please note that none of these provisions affect your statutory rights - your contract with us is governed solely by English Law and is subject to the jurisdiction of the English courts, will any services lost thereby be recoverable.

## **22. LAW**

This contract is subject to and shall be construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.