

THE SANCTUARY AT WEST HAVEN

BOOKING TERMS & CONDITIONS

We're delighted you've chosen The Sanctuary at West Haven for your stay.

To help everything run smoothly and ensure you have the best possible experience, we've put together some simple guidelines. These protect both you and the property, and help us keep our villa in the best condition for all guests.

We want you to feel completely at home while also keeping the villa safe, comfortable, and enjoyable for everyone.

BOOKING YOUR STAY

Your booking is confirmed once you've completed and signed the booking form, signed these terms, and paid the required deposit. The person who signs the booking form ("the lead guest") is responsible for ensuring that all members of the party, including visitors, understands and follows these Terms & Conditions. The lead guest is also responsible for any loss, damage, or additional costs caused by anyone in the group.

ARRIVAL & DEPARTURE

Check-in is from 4:00pm, check-out is by 10:00am. This allows our housekeeping team time to prepare the villa to a high standard. If you'd like a later check-out, just ask, we'll help if we can (a small fee applies). Late departures without agreement may result in a deduction from the security deposit.

DEPOSIT

A deposit is required to secure your booking. This is £150.00 per week and is non-refundable. Any bookings made within 8 weeks of arrival will require full payment upfront.

SECURITY DEPOSIT

A £300 refundable security deposit is due with your final balance. This deposit covers things like:

- Accidental damage
- Lost keys
- Excessive cleaning
- BBQ gas/propane replacement (£25) or cleaning (£50) if needed

If everything is left in good order, your deposit is returned within 28 days. If any deductions are needed, we'll always communicate this with you first. We understand that accidents do happen, if anything is damaged or broken, please let our Management Company know.

FINAL BALANCE

The remaining balance is due 8 weeks before your arrival. If payment hasn't been received 6 weeks before, the booking may be cancelled. Bookings made within 8 weeks of arrival require full payment at the time of booking.

CANCELLATIONS/DATE CHANGES

We understand plans can change. If you need to cancel, please let us know in writing. Refunds are as follows:

WHEN CANCELLED	REFUND AMOUNT
6-8 weeks before arrival	25% of rental amount
Less than 6 weeks before arrival	No refund issued

If you need to change your dates, just let us know and we'll do everything we can to make it work. Once we've agreed on new dates, we'll send over an updated booking form and confirm the rate if it falls in a different season.

We strongly recommend travel insurance that includes cancellation cover. If we ever need to cancel due to circumstances beyond our control, we will refund all monies paid.

MAXIMUM OCCUPANCY

- Only guests named on the booking form may stay overnight (Florida law)
- Maximum occupancy is 10 people
- Visitors are welcome but must leave by midnight
- Parties, events, large gatherings, or any commercial use (including photoshoots, filming, business activities, or sub-letting) are strictly not permitted.

MAINTENANCE ACCESS

Essential maintenance (such as AC servicing, lawn care, pest control, or urgent repairs) may need to be carried out during your stay. We kindly ask that reasonable access is granted to our approved contractors.

INTERNET USE

Any illegal or inappropriate online activity will be reported to the authorities.

POOL AREA

Pool equipment must not be adjusted or tampered with. Doing so may result in termination of your stay without refund.

Children must be supervised at all times in and around the pool area. Please ensure children do not climb or hang on the pool screen panels, as they can be easily damaged.

The BBQ must be used outside the pool enclosure, this is dictated by Florida Law and a paved area has been provided for BBQ use.

For safety, no glassware is permitted in the pool area. Plastic cups are provided for outdoor use.

If for any reason, the pool is unusable for more than 7 consecutive days, we will refund 5% of the weekly rental per additional day. No refund applies for the first 7 days. Pool cleaning and any urgent maintenance may need to be carried out during the stay and we ask that access is granted to our contractors.

FURNITURE

Please do not move indoor or outdoor furniture. If anything is moved, please return it to its original position before departure.

PEST CONTROL

Regular professional pest control is carried out at the villa. Due to Florida's climate, occasional insects may still be seen, this is normal and not a sign of poor cleanliness.

RUBBISH DISPOSAL

Please ensure all household rubbish is placed in the outside bins. Excessive waste left inside the villa may result in additional cleaning charges.

SMOKING & ILLEGAL SUBSTANCES

The villa and pool area are strictly non-smoking. Any evidence of smoking may result in additional cleaning charges. The use or possession of illegal substances is strictly prohibited and will result in immediate eviction without refund.

PETS

Pets are not permitted at the villa.

ELECTRIC VEHICLE CHARGING

Charging electric vehicles at the villa is not permitted. The property does not have a dedicated EV charging point, and using household outlets or appliances to charge a vehicle is a fire risk and may cause electrical damage. Any damage caused by unauthorised charging will be the responsibility of the lead guest.

AIR CONDITIONING USE

Please do not set the air-conditioning below 72°F (22°C), as this can cause the system to freeze and stop working. We recommend it be set between 75 and 78 degrees. Damage caused by misuse may result in charges. Please keep doors and windows closed while the air-conditioning is running, as this can also cause the system to freeze.

HOA RULES

Guests must comply with all Homeowners Association rules, including parking regulations. Vehicles parked on grass, sidewalks, or the roadside may be towed at the guest's expense.

Fireworks, sparklers, or similar items are not permitted anywhere on the property.

RULE BREACHES

Serious breaches of these rules may result in immediate eviction without refund.

COMPLAINTS

If anything isn't quite right during your stay, please contact our Management Company straight away. They're there to help and can usually resolve things quickly.

LIABILITY

The owners and Management Company cannot accept responsibility for:

- Injury, accidents, or illness
- Loss or damage to personal belongings
- Noise or disruption from nearby construction or developments
- Temporary withdrawal of community amenities
- Breakdowns of appliances
- Loss of personal belongings
- Items left behind after departure

JURISDICTION

These Terms & Conditions are governed by the laws of the State of Florida, USA. Any disputes arising from your booking or stay must be resolved under Florida law.

FORCE MAJEURE

Very occasionally, events happen that are completely outside our control. These may include (but are not limited to) natural disasters, extreme weather, power outages, strikes, acts of war, pandemics, or government restrictions. In such circumstances, we may need to cancel or amend your booking. If this happens, our responsibility is limited to refunding any monies you have paid. We cannot offer compensation for any additional costs or losses incurred.

GUEST DECLARATION

I/We have read and agree to the Terms & Conditions above.

I/We confirm that I/we am/are authorised to act on behalf of all guests included in this booking.

Deposit/Full Payment Amount: £ _____

Signed: _____

Print Name: _____

Date: _____

Please return this signed form along with your completed booking form and deposit to secure your stay.