

Elite Choice Homes Inc.

www.EliteChoiceHomes.com

5287 W. Irlo Bronson Hwy - Kissimmee - FL - 34746 - USA

Reservation Terms and Conditions

We take no deposit or payment in advance*

No charges will be applied to your credit card in advance.

See Cancellation Policy for more details.

Full payment is due at check-in

*** A deposit of \$150 is taken when making a reservation for the Christmas and Easter periods and Group Reservations. See Cancellation Policy Exceptions below for more details.**

Cancellation Policy

You may cancel your reservation with us at any time without penalty; up to 7 days prior to your due arrival date (SEE EXCEPTIONS BELOW). If you cancel your reservation within 7 days of your due arrival date, your credit card will be charged for the first night's stay. If you do not show up on your due arrival date then, your credit card will be charged for the first night's stay. Please note that if your stay falls in different nightly prices you will be charged at the higher rate.

Once you have checked in, you are eligible to pay for your entire stay. No refunds will be given if guests elect to leave their property early.

Cancellation Policy Exceptions – Christmas and Easter Period

If you stay during the Christmas and Easter period (any day listed as Christmas or Easter period on our price list) a deposit of \$150 per house will be debited from your credit card when you confirm your reservation. This \$150 per house will then be deducted from the price of your stay, the remainder payable on check in. During this period our cancellation rules change: There is no penalty if you cancel up to one calendar month prior to arrival. However, if you cancel your reservation after this or fail to turn up you forsake your deposit.

Cancellation Policy Exceptions - Group Reservations

For group reservations a deposit of \$150 per house will be debited from your credit card when you confirm your reservation. This \$150 per house will then be deducted from the price of your stay, the remainder payable on check in. During this period our cancellation rules change: There is no penalty if you cancel up to

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one calendar month prior to arrival. However, if you cancel your reservation after this or fail to turn up you forsake your deposit.

A group reservation is defined as any one or more of the following,

1. Any number of people renting more than one unit,
2. People traveling with a common purpose, renting more than one unit,
3. Members of the same family or friends renting more than one unit,
4. Members of a team, sports or otherwise, renting more than one unit.

Please note that if you are traveling as a group (as per our definitions) and make your reservations separately, you will still be classed as part of a group reservation and group deposit and cancellation terms will be applicable.

If you are a group reservation staying at Christmas or Easter ONLY the Group reservation policies apply.

Requests

When making a reservation you may decide to add a request (for example: lake view, East side of Disney etc.). Requests are not guaranteed - we will make every effort to accommodate your request. However this is not always possible. Refunds will not be given if requests are not fulfilled.

In addition sometimes extras, (such as, but not limited too, spas) may not be available. If we cannot put you in a home with one of your paid extras, you will be refunded the supplement paid.

Damage to Homes

Damage caused to the homes by guests will be the responsibility of the guests. This includes, but is not limited to, damage to carpet, damage to furnishings and upholstery. Guests are also responsible for ensuring the homes are left in an acceptable standard upon check out.

Cleaning

While guests are not expected to clean the homes, it is a term of your reservation that you agree to leave the home(s) in a tidy and acceptable standard. An unacceptable standard is defined as leaving the home measurable different from check in. This includes, but is not limited to, moving furniture, leaving behind large quantities of personal possessions, or not cleaning up vomit or other bodily fluids.

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If a house sustains damage and / or is not left in an acceptable standard upon checkout, as defined by the management company, the guests are legally responsible to refund the management company / owner for the expense in rectifying the problems. It is a term and condition of your reservation that you agree for your credit card to be debited for this amount. Upon request the management company will furnish guests with invoices for work done.

Check In and Check Out

Check in is from 4pm, sometimes you will be able to check in earlier, but this is NOT a guarantee.

Check out is by 10am at the latest. If you fail to check out by 10am Elite Choice Homes reserves the right to charge your credit card an additional night's stay, if your stay falls in different nightly rates you will be charged the higher rate.

Please note that under no circumstances will late check-out be allowed, we apologize for any inconvenience this might cause. If you wish to stay past 10am, you will need to arrange for an extra night's stay at the time of making your reservation (not during your stay).

Minimum Stay Length

We require that our 2 and 3 bedroom condos and our 3 and 4 bedroom pool homes are reserved for a minimum of 3 nights. In addition we require any reservations in our 5 and 6 bedroom pool homes to be a minimum of 5 nights. During the Christmas and Easter period we have a minimum stay requirement of 7 nights for *all* size homes and condos.

What Address Will I be at?

We operate our business much the same way as a hotel, in that we take reservations up to the number of homes we have and do not advise you in advance of the exact address of the property that you will be staying in. This is to allow guests the flexibility of amending or extending their stay. We normally allocate homes just before or on the day of arrival, unless you have booked a specific property or have booked several properties close to each other – these are allocated much further ahead of the arrival date, particularly at peak season times.

If you need to leave a telephone number behind with family or friends, we recommend that you give out our office telephone number. We can then advise callers of the telephone number of your property. Once you have arrived, you will be able to advise them of the direct number of your vacation home.

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If there are several members of your party arriving at different times, we would need to know so that we can leave sufficient keys and directions in our lock-box. You may also use the lock-box as a place to leave messages and directions for other members of your party.

Property Occupancy Limits

Please note that Florida law puts strict limits on the number of occupants permitted to stay overnight in vacation homes. These are:

2 Bedroom Condos:	6 Persons
3 Bedroom Condos:	8 Persons
3 Bedroom Pool Homes:	8 Persons
4 Bedroom Pool Homes:	10 Persons
5 Bedroom Pool Homes:	12 Persons
6 Bedroom Pool Homes:	14 Persons

Please note that the authorities police this law and that they have the powers to spot-check homes at any time for infringement. In the event of higher occupancy than that permitted you will be required to vacate the property. In this event there can be no refund of the rental payment, and any deposit paid will be forfeited.

Minimum Age

We require that there is at least one person over the age of 25 years (except married couples) in each house reserved. Guests found breaking this condition will be required to leave the property and no refund of any sort will be given.

Swimming Pool

If property has a private swimming pool, the owners do not accept any liability for any injury, however caused, as a result of the use of the pool. Guests are specifically requested not to allow unsupervised children to use the pool. Local laws apply.

Pool Heating

We ask you to please read these details carefully if you are considering booking a home with a heated pool as there are specific guidelines. **Pool heating must be booked in advance of arrival to be guaranteed** – as not all the properties have a pool heater. There is a supplement charge of \$25 + tax per day. Pool heating, if required, must be ordered for the entire length of your stay, and will not be available for just part of your stay.

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During winter months, pool heaters will generally heat the pool to around 83 degrees Fahrenheit. If the air temperature, however, lowers to 55 degrees or less, then although the heater operates for longer hours than in warmer weather they will not be very effective and the water temperature will not reach comfortable temperature. We regret that in these circumstances a refund of part or the entire supplement paid is not possible and your understanding of this important matter is an essential part of this reservation.

Guaranteed Spa

If you decide to have a guaranteed spa we ask that you read the following guidelines carefully. A guaranteed spa means that we guarantee that the home you stay in will have a spa as well as a pool. However, it is a spa not a hot tub, this means that the temperature of the water will **always** be the same as the pool temperature (whether you select pool heating or not).

No Smoking, Pets or Firearms

All our homes are non-smoking properties. If you smoke we request that you do so outside. If you do smoke inside the property you will be charged \$150 to have the house shampooed and deodorized. Thank you for your help and understanding.

Please note that pets are not permitted in our homes and if it is discovered that a pet has been in a home, there is an automatic charge of \$150 to cover the cost of professionally cleaning all carpets and upholstery. There is an additional charge should a pest control company's services be required. You will also be asked to leave the home, forfeiting your stay and any payments or deposits made.

Firearms of any kind are prohibited in our vacation homes. If a firearm is discovered in your home you will be asked to leave, forfeiting your stay and any payments or deposits made.

Consumable Items

In making your reservation with Elite Choice Homes Inc you recognize that your vacation will be self catering in nature. Elite Choice Homes does not provide consumables items. We provide one roll of toilet paper per bathroom at the beginning of your vacation. These will not be renewed. It is the responsibility of the guest to provide items such as washing up liquid, dishwasher powder (see folder in vacation home), washing machine powder, toilet paper, soap, shampoo etc.

Upgrades

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Sometimes events happen which are beyond the control of Elite Choice Homes. As a property management company we manage units on behalf of others. As such we are constantly taking on new units and sometimes we lose the management of units. Occasionally situations arise when your first choice of property will not be available. Elite Choice Homes reserves the right to offer free upgrades to guests in this situation or any other circumstance. It is a term of your reservation that you consent to be upgraded. Examples of upgrades are as follows (1) guests being given 3, 4, 5 or 6 bedroom private pool homes when they have made a reservation for a 2 or 3 bedroom condo. (2) guests being put in a house larger than the one they made their reservation for. (3) reservations for 5 and 6 bedroom homes being placed in two smaller homes close to each other.

Construction Work

Guests recognize that Central Florida and, in particular, the Disney World area is growing and expanding quickly. As a result there is a lot of construction work in progress. Guests accept as a term of their reservation that construction work may be present near their vacation homes. If this occurs, guests may ask Elite Choice Homes to be moved to a new vacation home, this is only a request and can not be guaranteed. Compensation will be refundable at the discretion of Elite Choice Homes and there is no right to compensation.

Insects

Florida is a tropical state and as such insects and small creatures are inevitable and are not a cause for complaint. Their presence is no reflection on the cleanliness of the property. The home is treated regularly as part of a pest and termite control program. We advise you to keep all windows and external doors closed whenever possible; not only will this help keep bugs from the property but it will also enable the air conditioning unit to function more efficiently.

Travel and Health Insurance

Guests are advised to have appropriate travel/medical insurance in force for the period of rental. All matters arising with regard to loss or injury should be directed to the respective insurance company.

Personal Safety

The owners cannot accept any liability for your personal safety during your residency at the rental property. Guests are reminded to exercise care as to personal safety of themselves and all party members. Whenever possible valuables should be left secure and out of sight.

Special Conditions

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As managers of the property, we, our servants or agents, will not be liable for any loss or delay occasioned by any of the following; strikes, riots, political unrest, war or the threat of war, terrorist activities, industrial disputes, fire, flood, technical/weather problems to transport, aircraft, closure of airports, or any other event beyond the owner's control.

Lead Name

The person who makes the reservation and whose name is on the confirmation documents is the lead name. The lead name must travel with the group. The lead name is solely responsible for the reservation. This includes but is not limited to responsibility for damage to homes and making payment at check in and payments for deposits. We will only take instructions relating to the reservation from the lead name. Please note that the lead name will be responsible for payment for damage etc, even if they did not cause it, if it was caused by a member or their party / group.

If We Cancel Your Reservation

In the event of circumstances beyond our control requiring us to cancel a reservation, i.e. acts of God, civil disturbances, riots, flood, drought, fire and legislation, only repayment in full of any monies paid in respect of the reservation will be made. We will do everything in our power to find suitable alternative accommodation, however we can accept no liability whatsoever in respect of any loss or damage sustained by the hirer in these circumstances.

And Finally...

We work hard at Elite Choice Homes to please you. As with all properties, our homes encounter unexpected maintenance problems from time to time. If this occurs we will endeavor to fix the problem within twenty four hours of it being reported. It is a term of your reservation that you accept things go wrong and cannot always be fixed during your stay or within 24 hours. If this should happen refunds will only be given at the discretion of Elite Choice Homes. The ONLY exception to this is if the air conditioning fails or if there is a power outage. However refunds will only be applicable if the power outage was the fault of Elite Choice Homes and not a problem with the utility provider.

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