

The Pilgrim Collection Ltd

Terms & Conditions



DEPOSIT: £100.00 per week is required for each week booked. This is non refundable/non transferable in the event of cancellation.

BALANCE: The balance is due two calendar months before departure date. If within two calendar months full payment is due.

SECURITY DEPOSIT: £150 will be requested along with your balance to be refunded within 28 days of returning home.

CANCELLATION CHARGES: We must be notified in writing as soon as possible in the event of cancellation. Should you cancel your booking the following conditions will apply:

More than two calendar months

Deposit forfeited

Between one & two calendar months before departure

50% of total cost forfeited

Less than 28 days before departure

100% of total cost forfeited

We reserve the right to cancel your booking if the balance is not paid by the due date (Cancellation charges still apply).

AMENDMENTS: Alterations to confirmed booking can be made at Pilgrim's discretion and the client's request – an administration fee of £25 per change will be charged. Please confirm changes in writing. The administration fee will be added to your invoice.

ACCOMMODATION: In the event you are going into a named villa, then the villa you choose will be the accommodation for your vacation. If at anytime we have to change your accommodation before departure due to reasons beyond our control, you will be notified before departure. No compensation will be paid in the event we have to change your accommodation or in the event you decide to cancel your booking because you are not satisfied with the alternative offered. Should circumstances beyond our control require us to cancel a booking the client will receive a full refund of all monies paid to date with no liability accepted or compensation paid.

Only the persons named on the booking form are allowed to stay in the house.

The Pilgrim Collection Ltd and its representative(s) cannot be held responsible for any withdrawal of amenities within the development or any breakdown of equipment/appliances in or around your vacation home during your stay.

EQUIPMENT RENTAL: Crib, highchair and rollaway bed hire must be ordered at time of booking and is subject to availability.

POOL HEAT/JACUZZI USE: If required must be **ORDERED at the time of booking and paid for within your final balance** – If applicable. In the event pool heat/Jacuzzi is requested and paid for, it is ordered at your own risk. We do not imply and we cannot guarantee the temperature of any heated pool/Jacuzzi as this will vary according to several factors, the main one being the prevailing weather conditions. In the event of pool heater breakdown, the homeowners/Pilgrims liability will be limited to refunding the pool heat money paid by the guest for the number of proven days the heater is out of action. No other action will be taken or compensation paid.

I/We have read and understood and I/We agree to accept and abide by The Pilgrim Collection Ltd's terms and conditions of booking as detailed on behalf of all persons for whom the booking is made and I/We are authorised to act on their behalf.

LIABILITY: During your stay, The Pilgrim Collection Ltd, its representative(s), the owners, or owner's agents do not accept any liability whatsoever for death, personal injury, accidents, loss or damage to persons or personal effects however caused.

Please bear in mind that your villa will be situated on developments which consist of both residential and vacation homes. Therefore Pilgrim, its representative(s), the owners or owner's agents, cannot be held responsible for any ongoing construction, alterations to existing houses or any noise or nuisance as a result thereof on or around the housing development.

Each home has a swimming pool, unless stated. The Pilgrim Collection Ltd, its representative(s), the owners or owner's agents do not accept liability or death howsoever caused as a result of use of the pool or surrounding area.

FORCE MAJEURE: The Pilgrim Collection Ltd, its representative(s), the owners or owner's agent cannot accept, be responsible for or be liable in respect of loss, damage or changes caused by Force Majeure (e.g. strikes, floods, terrorist activities, and closure of airports, weather conditions or other events beyond our control).

COMPLAINT PROCEDURE: In the unlikely event of a complaint, please contact the local management company within 24 hours, who will do their best to assist and rectify the matter as soon as is practically possible. Please also inform Pilgrim in writing of your actions at the same time.

If you have a complaint and the matter is not resolved, you must notify The Pilgrim Collection Ltd immediately and forward your complaint in writing within 7 days. Failure to follow these procedures will invalidate any complaint. The Pilgrim Collection Ltd will not enter in to any correspondence for any circumstances not brought to local management company's attention during your stay.

DISTANCES: All distances are approximate from the US27 area, The Pilgrim Collection Ltd accepts no liability if they are not accurate.

INSECTS: All our homes are treated on a regular basis as part of pest and termite control, however, as Florida is a tropical state, the presence of insects is inevitable and is no reflection on the cleanliness of the villa and is no cause for complaint. To minimise their presence inside the villa please ensure all windows and doors are kept closed when not in use.

INSURANCE: It is advisable that cancellation insurance is contained within your travel insurance.

ACCEPTANCE: The Pilgrim Collection Ltd. reserves the right to refuse acceptance of any booking at any time at its discretion without having to give a reason.

CHANGES TO TERMS AND CONDITIONS OF BOOKING: If for any reason the terms and Conditions of Booking change between the party leader signing and your departure date, a copy of the amended Terms will be sent to you. Upon signing the terms Enclosed, you automatically agree to any changes.

Signed..... Please print Name..... Date.....