



TERMS & CONDITIONS

Reservations Policy

Reservations must be paid in full within 7 DAYS of booking inquiry to secure the dates. PLEASE NOTE: The reservation will automatically be cancelled if payment is not received on time. SECURITY DEPOSIT must be paid in full at booking. Failure to pay security deposit will result in loss of reservation. Due to the high demand of the property and for all of our guests' comfort The-MousePad does not offer early check-ins or late check-outs. Check in time 4:00pm/ Check out time 10:00am. Paying guest must provide TheMousePad Team with a photo ID prior to arrival.

Cancellations Policy

Reservations may be cancelled within 30 Days of booking. The total amount of the reservation and the security deposit will be refunded to the customer's method of payment within 7 Days after written notice is received by TheMousePad Team. After 30 Days all reservations will be considered non-refundable although the customer will have the right to exercise the reservation at anytime in the future for like kind reservations (same rate or less, subject to availability and does not apply for high demand seasons). Bookings for Holy Week, Christmas and New Year's are non-refundable regardless of time of cancellation.

Damage/Security Deposit:

After checkout, the property will be cleaned and a thorough inventory will be taken before the next guests check in. Provided there is no more than reasonable clean up and nothing damaged or missing, the security deposit will be refunded to the method of payment provided upon reservation within 14 days of check-out clearance. It is understood that damages or lost items will be deducted at replacement cost, which may include but is not limited to labor expense, shipping and importation costs. The guest agrees to be charged to the method of payment provided at booking for any damage to the property/lost or missing item if damage or loss surpasses the security deposit amount provided to TheMousePad prior to arrival. Upon arrival, guests must review TheMousePad's Inventory List provided in the information page or through the welcome package and must notify TheMousePad Team or staff of any missing/damaged items or damages found in the property within 12 hours of arrival.

The storage room is strictly reserved for TheMousePad use and is not included in this rental. As guests, you agree to take all reasonable steps to ensure that your family and other guests in your party adhere to the rules and regulations affecting the house. Guests are responsible for the property, all of its contents, and themselves during occupancy. TheMousePad will not be held responsible for any unfortunate event or circumstance in or outside the premises during guest occupancy period.

Guests must lock windows and doors securely at all times and when not on the premises. Guests must observe all cautions, as given in the 'Information Page', the property Owners, TheMousePad team/staff or TerraVerde's staff. Rearranging the furniture, using the couches and pillows as beds, or removing any items from TheMousePad is strictly prohibited. It is further understood that exceeding the maximum occupancy will forfeit the security deposit. Once check-out clearance is given by the property manager stating there is no damage fee, the security deposit will be returned. No parties, drugs, firearms, any cult practices are allowed on premises at ANY TIME.

Osceola County Law requests the names and ages of ALL guests staying at TheMousePad in case of national emergencies or natural disasters. Guests agree to provide full information and agree to cooperate with TheMousePad if needed under any circumstance. Guests agree to comply with all Osceola County Laws, State of Florida Laws and Federal Laws, Terra Verde and TheMousePad's Rules and Regulations.

I HAVE FULLY READ AND HEREBY AGREE TO TO THE MOUSE PAD'S TERMS AND CONDITIONS.

GUEST FULL NAME _____
NUMBER OF GUESTS _____ DATE _____
CHECKING IN _____ CHECKING OUT _____

GUEST SIGNATURE