



## DISNEY LILLIAN HOUSE GUEST AGREEMENT

1. **Property:** Your home away from home is located at: **Madiera Beach Blvd Kissimmee, Florida 34746 – Terra Verde Resort Community.** Exact address will be given upon final payment.
2. **Primary Guest/Guest Verification:** The guest who secured the reservation is known as a Primary Guest and must be present at the home during the reservation period. Gate pass will be in Primary Guest's Name only. Primary guest agrees to provide legible copy of their current driver license or government issue ID.
3. **Maximum Occupancy:** The maximum number of guests is limited to 10 persons. Primary guest agrees to complete the [Guest Registration Form](#) as soon as possible, you can also find this link on our website [www.OurDisneyHouse.com](http://www.OurDisneyHouse.com). Only guests listed on the Guest Registration prior to check in shall reside in the home and use any of the resort amenities.
4. **Reservation Period:** This property requires a 7-night minimum stay, unless indicated and agreed to by both owner and guest. Upon payment being received your reservation dates are \_\_\_\_\_ to \_\_\_\_\_. Total amount due \_\_\_\_\_. Extensions may be added if available, additional costs will apply. 50% is due to reserve the home with the balance due 60 days prior to check in. If your reservation date is within 60 days of your check in date 100% payment is due. **Check in time is 4pm on the day of your scheduled arrival. Check Out time is 10am on the day of your scheduled departure.**
5. **Cancellation Policy:** If Guest wishes to cancel his/her reservation, the reservation fee will be refunded as follows:
  - 50% if cancelled 60 days prior to the original Check-in Date less any payment processing or platform fees.
  - 0% REFUND will be given if cancelled within 59 days of original Check-in Date.
  - The owner at their sole discretion may accommodate date changes, additional fees may apply, based on availability. Cancellation policy only applies to original reservation/check-in dates.
6. **Insurance:** We are unable to give refunds for any reason outside of our above stated cancellation policy. We require all "Primary Booking Guests" to purchase travel insurance. Please visit our partner [Travel Insurance Partner here](#) or any other insurance provider you feel comfortable with.
7. **Departing Early:** No refunds will be given for guests who leave prior to their check out date.
8. **Payment:** Acceptable payment methods are Paypal.com, Home Away payment systems, Airbnb, Zelle, Venmo, Wave.com.
9. **Maintenance Access/Emergency Access:** Guest shall allow Owner/Property Manager/Maintenance personnel access to the property for purposes of necessary repair and inspection with proper notice to the guest. Owner/Property Manager/Maintenance may enter the home without notice in an emergency if the home arises.
10. **Pool/Spa:** The property has a swimming pool and hot tub located thereon. The guests will use the swimming pool and/or hot tub at the guest's own risk. The landlord will not be held responsible for the injuries sustained by the guest and/or the guest's occupants or guests when using the swimming pool and/or hot tub, and the guest will indemnify the landlord for any actions resulting from injuries to guest and/or guest's occupants or guests. The guest understands and agrees to allow the landlord access at regular times to maintain the pool equipment. The guest agrees to refrain from attempting to make any repairs or adjustments to the pool equipment, any controls, temperatures or to any of the electrical wiring for the pool equipment.

The guest is asked to immediately notify the landlord of any repair that the swimming pool/hot tub may require. The guest is responsible for the full cost that may be due for repair and/or replacement of the swimming pool/hot tub that is required as a result of negligence by the guest or the guest's occupants or guests. The guest must operate the swimming pool/hot tub in a safe, responsible manner. The guest understands that the swimming pool and/or hot tub is strictly an amenity and that the use of this amenity is

not guaranteed under the terms of the lease. Any interruption or non-availability of the use of the swimming pool/hot tub will not violate any terms of the lease.

No Chewed Gum - GUM FINES –If chewed gum is found left anywhere in the home on counters, furniture, linens, pool enclosure, screen, patio, bottom of the pool etc you will be charged minimum of \$100 or more depending on the damage. Dried gum removes the finish from anything it is sitting on for a period of time, including paint, varnish, deck paint and pool sealant.

11. Use of and Maintain Property: Guest shall maintain the premises, all furnishings in a clean and habitable condition and shall notify the Owner or Property Manager of any needed repairs. Guest is liable for damage which results from his or her unintentional, intentional, or negligent conduct. Furnishings and appliances may not be moved, removed, or turned off. Additional appliances are prohibited from being brought on to the property unless owner is notified and both parties agree in writing. All guests agree to keep noise at appropriate level.
12. Cable and Internet: Cable, internet and WiFi are provided as a convenience; reliability is beyond our control. No guarantees of service are provided, and NO refund or compensation will be given for outages or technical issues. Likewise, cellular reception is subject to local towers and there is no guarantee of service.
13. Smoking: Guest shall refrain from smoking inside the Disney Lillian Home, evidence of smoking inside the home will result in a minimum \$500 fee. Please use appropriate disposal receptacles if smoking on the patios/yard and on resort community property. Abide by all signs in the community. Cigarette/Cigar butts on the patios and in the yard will result in an additional fee.
14. Parking: Maximum of 2 vehicles are to be parked on the driveway or in designated parking spots. Do not park vehicles in the grass or on the street. Vehicles are responsibility of the vehicle owner. RV's, Motor Homes, Trailers etc. are not permitted to be parked anywhere in the resort community. Failure to follow parking rules throughout the resort may result in fine issues to guest and/or towing.
15. Pets: Pets are not allowed at Disney Lillian House. If pets are brought into Disney Lillian House, the guest will be removed from property immediately, no refund will be given, and additional fees will be charged. *The owners visit the home frequently, two family members have extreme reactions to animals of nearly any kind. Please respect this rule.*
16. Pool Table: Guests will refrain from moving the slate pool table for any reason. The pool table is professionally leveled and marked. Moving the pool table will result in a minimum \$300 fee or more.
17. P20 Sunscreen: The name brand sunscreen/sun cream "P20 Sun Cream" usually sold in Europe is prohibited from being used at Disney Lillian House. The chemical in this product reacts with detergents and pool chemicals causing red stains on chairs, clothes, linens and more. The stains are distinctive. If P20 is used at Disney Lillian House and damage is found Guest will be charged the replacement cost of all items damaged.
18. Washer and Dryer: Guest agrees to provide and use detergents specifically designed for "High Efficiency", "HE" clothes washing machines. Using detergent other than "HE" will damage the machine and leave residue on your clothing.
19. Weber performer charcoal grilling instructions: due to risk of fire these rules must be followed
  1. **Only persons 21 years or older may operate the charcoal grill.**
  2. **Please ensure grill is level and a minimum of 7ft. from house, patio screens or any furniture prior to use.**
  3. **Please ensure the grill mat is always placed securely under the grill prior to, during use and after use.**
  4. **Please purchase [Kingsford Match Light Charcoal](#). This will eliminate the need for lighter fluid reducing the risk of uncontrolled fire. Lighter fluid is not allowed to be used or stored at Disney Lillian House.**

5. Newspaper or other paper products for the purpose of lighting charcoal are **prohibited** at Disney Lillian House due to the screened porch and potential threat of burning paper blowing around inside the screened structure.
  6. Do not place hot items on the shelf/worktable surface of the grill or allow hot ash/coal on the patio.
  7. Clean the grate and grill after each use.
  8. Please use only the provided Weber tools when operating and cleaning the grill grate.
  9. Allow grill to cool before placing cover back on grill, always leave covered when not in use.
  10. Prior to departure - empty coal catcher into plastic bag and discard in trash bins outside of the house. Please ensure coals have cooled completely so the home is not burned down.
20. Holiday Decorations- During the Thanksgiving, Christmas and New Year's Holiday a Christmas Tree and other holiday décor may be present inside and outside of the home. Some of these items will be on timers, please do not adjust the timers. Decorations are hung as early as November 1<sup>st</sup> and removed after the holiday season when there is a break in occupancy.
  21. Easy Check-Out Procedures Usually we have guests checking in just a few short hours after your departure, we appreciate your help by following the easy and quick procedures:
    - Load and start the dishwasher (anything that doesn't fit, please leave in the sink)
    - If the pack and play is used, please leave it out for housekeeping to wipe down and wash the sheets.
    - Start a load of towels in the washing machine (please wash everything on cold)
    - Please empty the fridge and pantry, leaving unopen items is allowed.
    - Take any trash and recycle to the outside bins.
    - If you use the charcoal grill please follow cleaning instructions above, in paragraph 19.
  22. Social Media: Any photos of Disney Lillian House, it's surroundings and/or within Terra Verde Resort, posted publicly on social media or any other online venue may be used by Disney Lillian House. Personal photos with faces will not be used unless Owners receive written permission from guest.
  23. Gated Resort/HOA: Terra Verde is a guarded, gated resort community. Prior to your arrival you will be given instructions regarding entrance. All guests are responsible for following Terra Verde Resort community rules and policies. Primary Guest must register with the resort clubhouse within 24 hours of arrival. There is currently a \$25 per vehicle (subject to change), non-refundable gate card fee per vehicle that will be traveling in and out of the resort during your stay, paid upon check-in at the clubhouse.
  24. Fireworks: are prohibited in Terra Verde Resort, fines will be imposed and will be the sole responsibility of the primary guest.
  25. Liability: Guest agrees to indemnify and hold Homeowner and Property Manager harmless from any liability for personal injury, property damage, or loss or theft of personal property sustained by Guest or parties invited onto the property by Guest.

The parties agree to the terms of this Guest/Short-Term Rental Agreement, as evidenced by the signatures set forth below.

Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Owner: Kristine & Craig Sapp  
 Kristine phone/Text 1-913-481-1733  
 Craig Phone/Text 1-913-706-3493

**Important Note:**

*Kristine and Craig are available if you need to contact us via phone or email. However, our Property Manager is local and available to address any need you may have as well.*

Primary Responsible Guest: \_\_\_\_\_ Date \_\_\_\_\_

Name (print): \_\_\_\_\_

Address: \_\_\_\_\_

Phone # (during stay): \_\_\_\_\_

Email address: \_\_\_\_\_

**IN THE EVENT OF AN EMERGENCY  
 CALL 911 PRIOR TO CALLING OWNERS  
 OR MANAGER**