



DISNEY LILLIAN HOUE 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 a Primary Guest and must be present at the home during the reservation period. Gate pass will be in Primary Guests 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. Only guests listed on the Guest Registration prior to check in shall reside in the home and use any of the resort amenities.
4. **Parties and Events:** Parties, events, gatherings, or functions involving unregistered guests are strictly prohibited. Excessive noise, disturbing neighbors, or violating community quiet hours may result in immediate termination of the reservation without refund. Any costs caused by prohibited parties and events will be charged to the guest, including any fines incurred by the Association.
5. **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.**
6. **Cancellation Policy For Guests:** For Guests who booked directly with owner, 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.Cancellation Policy for Guests who booked on platforms such as Airbnb or VRBO, the cancellation policy stated on those platforms will be enforced.
7. **Insurance:** We are unable to give refunds for any reason outside of our above-mentioned 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.
8. **Departing Early:** No refunds will be given for guests who leave prior to their check out date.
9. **Payment:** Acceptable payment methods are Paypal.com, Home Away payment systems, Airbnb, Zelle, Venmo, Wave.com.
10. **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 if an emergency in the home arises.
11. **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. Children must be supervised by an adult at all times while in or around the

pool and spa. There is no lifeguard on duty. The owner and property manager 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 owner and property manager for any actions resulting from injuries to guest and/or guest's occupants or guests. The guest understands and agrees to allow the owner, property manager or pool service technician access 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 owner of any issues that the swimming pool/hot tub may be having. 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 agreement. 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 off of anything it is sitting on for a period of time, including paint, varnish, deck paint and pool sealant.

12. 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. Guests are 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.
13. 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.
14. 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.
15. Parking: Maximum of 2 vehicles are to be parked on the driveway or in designated parking spots. Do not park on the grass. Any illegally parked cars are subject to towing; applicable fines/towing fees are the sole responsibility of the vehicle owner. RV's, Motor Homes, Trailers etc. are not permitted to be parked anywhere in the resort community.
16. 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.*
17. 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 of \$500 fee or more for the cost to relevel and repair any damages.
18. P20 Sunscreen: "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 and permanent. If P20 is used at Disney Lillian House Guest will be charged the replacement cost of all items damaged plus any additional costs incurred.

19. 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.
20. Grill: Guests who choose to use the provided Weber charcoal grill do so entirely at their own risk. By using the grill, the Guest accepts full responsibility for its safe operation and assumes all risks associated with its use, including fire, personal injury, and property damage. The Owner shall not be liable for any injury, loss, or damage arising from the use or misuse of the grill. The Primary Guest is responsible for ensuring that all members of their party comply with the grill safety rules and for any damage resulting from negligent or improper use.

Weber Performer Charcoal Grill Instructions:

- Only persons 21 years or older may operate the charcoal grill.
 - Please ensure grill is level and at least 7 ft. from house, patio screens, pool fence or furniture while in use.
 - 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.
 - Newspaper or other paper products for lighting charcoal are not allowed as accelerants at Disney Lillian House due to the screened porch and potential threat of burning debris blowing around inside the screened structure.
 - Do not place hot items on the shelf/worktable surface of the grill or allow hot ash/coal on the patio.
 - Clean the grate and grill after each use.
 - The can located under the grill is for trash NOT discarding coals.
 - Please only use the Weber tools provided when operating and cleaning the grill grate.
 - Once the coal catcher is full, please ensure coals have cooled completely, empty the ash catcher into a bag and discard in the provided trash bins outside the house.
21. Holiday Decorations- During Thanksgiving, Christmas and New Year’s Holiday a Christmas Tree may be present inside the home and/or Christmas lights affixed to the home. Some of these items will be on timers, please do not adjust the timers. Decorations are hung as early as November 1st and removed in the month of January when there is a break in occupancy.
22. Social Media: Guests who publicly tag or mention Disney Lillian House or Terra Verde Resort acknowledge that such publicly available content may be shared or reposted by Disney Lillian House for promotional purposes.
23. Gated Resort/Homeowners Association: Terra Verde is a gated resort within a Homeowners Association. Prior to your arrival you will be given instructions regarding entry. 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, 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. The gate card fee is subject to change.
24. Fireworks: are prohibited in Terra Verde Resort, fines will be imposed and will be the sole responsibility of the primary guest.
25. Security Cameras: For the safety and security of our guests and property, exterior security cameras are installed on the premises. One camera monitors the pool equipment/HVAC area only and does not have a view of the swimming pool or guest recreation areas. A second camera faces the front of the property and roadway to monitor arrivals and the driveway. There are no interior cameras and no cameras monitoring private guest areas. Guests may not cover, disconnect, obstruct, reposition, or otherwise tamper with any exterior security camera or related equipment. Doing so may result in immediate termination of the stay without refund and liability for any resulting damage.
26. 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 and open 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 fine
- Take any trash and recycle to the bins outside. Anything that does not fit in the bin with the lid completely closed must be taken to the dumpster to the south of the home on Madiera Beach Blvd.

27. 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 Agreement, as evidenced by the signatures set forth below.

Owner:

Primary Responsible Guest:

_____ **Date:** _____

_____ **Date** _____

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

Name (print): _____

Address: _____

Important Note:

Phone # (during stay): _____

Email address: _____

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.

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

Smoke Detectors: The home is equipped with smoke alarms. Guests should not tamper with, disable, or remove batteries from these devices and should notify the owner immediately if batteries chirp or they appear to malfunction.

Pool Safety: There is no lifeguard on duty at the home or at the resort community pool. Children and non-swimmers must be supervised by a responsible adult at all times when in or near the pool or spa. Running, diving, and rough play are prohibited. Follow all posted rules.

Fire Extinguisher: A fire extinguisher is provided in the home under the kitchen sink. Guests should familiarize themselves with its location and use it only in the event of an emergency.

Weather: Florida weather can change rapidly. Guests should seek shelter immediately if lightning is present and should exit the pool and spa during thunderstorms.

Emergency Exits: Guests should familiarize themselves with the home's exits upon arrival. Exit doors and windows should never be blocked or obstructed. The home is a single-story home. Break windows or screens to escape if necessary.

Slips and Falls: Pool decks, patios, and tile floors become slippery when wet. Guests should use caution, not run and wear appropriate footwear.

Game Room/Garage: has an exit door and a functioning garage door. Guest should familiarize themselves with the garage door lock/unlock mechanism marked on the garage door. If necessary, unlock and raise the garage door to escape.

Barbecue Safety: Guests should familiarize themselves with the rules. Never use near combustible materials, and it must be completely extinguished after use.