

**RENTAL AGREEMENT**  
**The Windsor Hills Mouse House**  
[floridamousehouse@gmail.com](mailto:floridamousehouse@gmail.com)

Owners: June & Erik Ronneberg

Mobile (voice or text): 512-417-9246

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We are proud to offer our vacation home that is updated, modern, and sparkling clean to families visiting the Orlando area. Windsor Hills Resort is a safe and fun family resort that is only minutes to the main gates of Walt Disney World. Windsor Hills Resort – and all of the homes within the resort – are NOT to be treated as a party venue. We expect the families that reserve our home for their vacation to treat the home, Windsor Hills Resort, and our neighboring homes with respect. To secure your reservation, you and everyone in your party must agree to the following terms and conditions:

**PAYMENTS:**

- If your check-in date is greater than 30 days in the future, 50% of the reservation amount is due at the time of booking. The balance due on your reservation is due 30 days before your check-in date.
- If your check-in date is within 30 days of your booking date, the entire amount of your reservation is due to secure your reservation.

**CANCELATION POLICY AND REFUNDS:**

- If you are unable to use your reservation (regardless of reason), we will try to work with you to reschedule your reservation.
- Guests who cancel at least 60 days before check-in will receive a refund of 100% of the amount they've paid, minus a \$100 administration fee. Guest who cancel between 30 and 60 days before check-in will receive a 50% refund of the total booking amount. Guests cancelling within 30 days of the check-in date will not receive any refund of the nightly rental rate. However, the taxes, damage deposit, cleaning fees and any optional fees (ex: pool heat, early/late check in/out) will be refunded in full.

*Hurricanes:*

If there is a major storm or hurricane, no refunds will be given unless:

- The state or local authorities order mandatory evacuations in Osceola County and/or
- A mandatory evacuation order has been given for the county of residence of a vacationing guest.

The day that the authorities order a mandatory evacuation order in Osceola County, we will refund:

- Any unused portion of rent from a guest who has checked in;
- Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten the stay, to come in after the Hurricane Warning is lifted; and
- Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Hurricane Warning" period.

**TRAVEL INSURANCE:**

It is highly recommended that guests procure a Travel/Trip Insurance Policy at the time of booking to cover the costs of their trip. For the greatest flexibility, consider Cancel For Any Reason (CFAR) coverage as it will provide the best protection and you can cancel for any reason. CFAR includes all of the coverages that a standard policy includes and will provide 100% reimbursement for a covered event and 60% reimbursement should you cancel for a non-covered event. CFAR coverage is only available for purchase within 14 days of your travel deposit and cancellation must be 48 hours or more in advance of the scheduled start date of your travel. A useful guide for CFAR coverage can be found here: <https://www.forbes.com/advisor/travel-insurance/cancel-for-any-reason/>

**DAMAGE DEPOSIT:**

When booking direct (not Vrbo or Airbnb) you are required to pay a \$300 damage deposit at the time you pay the balance due on your reservation. The damage deposit is fully refundable within 3 days of your checkout date if the home is left in a condition outlined in the checkout procedures and nothing is missing or damaged upon property

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management's inspection. If additional cleaning after checkout is required due to not following the checkout procedures stipulated in this Rental Agreement and/or if damages do occur, these costs may be deducted from the \$300 damage deposit, at our discretion, with the balance of the deposit returned to you if the costs are less than \$300. If the costs are more than \$300, we reserve the right to charge your credit card for any and all damages caused which may exceed the value of the damage deposit and will require payment within 14 days of being served notice of this. Any items removed from the home without permission will also be regarded as damage to the home.

If you are booking through Vrbo or Airbnb, a damage deposit will not be collected in advance, however, you authorize Vrbo/Airbnb to charge up to \$500 to the credit card on file to cover documented damages upon checkout. For your protection, we recommend that you thoroughly inspect the home for damage when you first arrive. If anything appears to be broken, damaged, or missing, please contact the property management company, MGM Properties Services LLC., to inform them. In doing so, you will avoid being assumed responsible for something that may have already existed when you arrived.

Should damage occur during your stay, please inform the property management company of this damage the day it happens.

**SECURITY CAMERAS:**

We have a Ring doorbell camera installed at the front door and a camera installed outside the lanai that captures any activity around the pool equipment. These cameras are for the security of our home and our guests. There are NO RECORDING DEVICES OR CAMERAS INSIDE THE HOME. Tampering or covering/blocking the lens of the security cameras at any time may result in your party's immediate removal from the home with no payment due you for the balance of the reservation.

**OCCUPANCY:**

At the time of the reservation, guests are required to provide a valid photo ID of all adults on the reservation. The accommodations are booked solely for persons named on the rental agreement and the owner or management company reserves the right to refuse entrance to any parties not so named. The manned security guard will have the name of the registered guest with total count of guests for the reservation. No persons who are not on the reservation will be allowed into the resort. Should you have friends/family that would like to visit you, please let us know in advance to obtain authorization for each additional day visitor (including children). All daytime visitors must exit the resort by 10:00 PM. Day visitors are not authorized to use any of the Windsor Hills Resort amenities. Resort amenities are for the exclusive use of overnight guests included in the reservation. Maximum occupancy of the home is 8 persons, including daytime visitors Any violation of this maximum will be a violation of local fire and insurance codes and this agreement. A violation by you may result in your party's immediate removal from the home with no payment due you for the balance of the reservation.

**CHECK-IN AND CHECK-OUT TIMES:**

Check-in time is 4:00 PM and checkout time is 10:00 AM. Early check-in or late checkout may be possible if it is not a back-to-back reservation day. This requires prior approval and possibly an additional fee. No credit will be given in case of early departure, and there will be no sub-letting or assignment.

**COMMUNITY FACILITIES/AMENITIES:**

Use of Windsor Hills community facilities/amenities are subject to the rules and regulations of the community. To enter the community pool deck, you must first obtain a wristband and access code for the pool gate keypad from the Welcome Center at the Clubhouse between the hours of 8:00 AM – 10:00 PM. Wristbands will only be given to registered guests of the home only.

**STARTER SUPPLIES:**

As is typical with other vacation homes, we provide each new reservation with sufficient quantities of supplies needed for your initial needs. If guests find that the home has not been supplied with the following starter supplies upon their arrival, they should reach out to our property management team and request the missing supplies.

- 1 roll of toilet paper in each bathroom
- 1 roll of paper towels
- 4 trash bags for kitchen trash can
- 4 washing machine detergent pods
- 4 dishwasher detergent pods
- 1 small bottle of dishwashing liquid and sponge (for hand washing dishes)
- Starter pack of shampoo, conditioner, and bath soap in each bathroom
- Initial supplies for one pot of coffee, tea bags, hot cocoa packets

**UTILITIES:**

All utilities, electricity, water, waste disposal, telephone, internet, cable, management fees, maintenance contracts, community charges, HOA fees, etc. are included in the rental fees, and guests are not required to pay additional monies on account. An exception to this may be a daily fee for pool heat of \$20/day during the months of April – September (pool heat is complementary during the months of October – March).

**HEATING/COOLING:**

The thermostat in the home is programmed so the temperature range is between 70 degrees and up to 78 degrees F. While the guest has the ability to adjust the temperature for their comfort, we do request that the temperatures be kept as programmed while not in the home. We also ask that guests do not leave doors and/or windows open while the AC/Heat is running. Guests will be charged for repair and/or replacement of the HVAC equipment or thermostat due to adjustments made that are out of the temperature ranges above.

**ELECTRONIC EQUIPMENT:**

All electronics in the home have been updated and we do not anticipate any problems. However, if there is a problem during your stay, please contact the property manager for resolution. **DO NOT UNPLUG OR MOVE ANY ELECTRONIC EQUIPMENT IN THE HOME AS IT CAN CAUSE PERMANENT DAMAGE TO THE EQUIPMENT. THIS APPLIES TO ALL TELEVISIONS, VIDEO GAMES, WIFI EXTENDERS, AND ALL OTHER ELECTRONICS IN THE HOME.**

**PETS:**

This is a pet free home, no exceptions. A VIOLATION OF THIS POLICY WILL RESULT IN THE LOSS OF YOUR DAMAGE DEPOSIT AND REMOVAL FROM THE HOME WITH NO REFUND.

**BUGS AND OTHER UNWANTED CRITTERS:**

Our vacation rental is in Florida. Florida has bugs. Windsor Hills Resort has regularly scheduled insect control for the exterior of the home. We have a professional pest control service that treats the interior of the home on a quarterly basis. We take great pride in the cleanliness of the home, but despite these treatments and our efforts to keep all pests outdoors where they belong, there may be unwelcomed insects and critters that find their way inside the home. Please do your part in not leaving food or sugary drinks out as they may attract ants. Please wash down countertops after spills. If you are concerned about an insect problem during your stay, please let us know promptly so we can address it. **NO REFUNDS WILL BE MADE DUE TO BUGS OR CRITTERS SOMEHOW BEING TEMPORARILY PRESENT IN THE HOME.**

**SMOKING:**

This is a NON-SMOKING PROPERTY. **Smoking is NOT allowed inside the home or inside the screened pool area.** This includes all tobacco products, vaping, and marijuana (including medical marijuana). Use of marijuana is ILLEGAL IN FLORIDA and legal authorities will be called if people are using illegal drugs anywhere in Windsor Hills. If you choose to smoke cigarettes outside the home and outside the pool area, please be respectful and use a suitable method of waste disposal. Do not leave cigarette butts on the property. A VIOLATION OF THIS POLICY WILL RESULT IN A LOSS OF YOUR PROPERTY DAMAGE DEPOSIT AND REMOVAL FROM THE HOME WITH NO REFUND.

**INSPECTION:**

Our property manager has the authority to inspect the property during your stay. If the home needs to be entered for inspection, every attempt will be made to coordinate with the guest prior to entry. It will be the property manager that will be inspecting the home after your departure to determine if the checkout procedures were complied with.

**POOL:**

Because there are no lifeguards or other attendants, you are solely responsible for the safety of yourselves, family members and guests using the pool, and, in so using or permitting to be used, you specifically waive any and all liability claims. You shall not permit any juvenile member of your family or guest to play in or around the pool without providing an attendant who is able to swim and can protect such juvenile in case of difficulty in the water. For safety, we have a removable pool fence as well as an alarm that will sound when the sliding door is opened to the pool deck. Do not use the water hose to fill the pool – if you feel the pool needs additional water, please contact our property manager. No diapers are allowed in the pool (cloth or disposable) – please purchase swim diapers (Little Swimmers or Splashers) for use in the pool.

**Pool Heat:** We provide complementary pool heat for the private splash pool during the months of October through March. Should a guest desire pool heat during the months of April through September, there is a fee of \$20 for each night of the reservation. The pool heater will be scheduled to run from 8:00 AM to 10:00 PM. The pool heater will be set to 85 - degrees F. The pool heater is a heat pump system and its effectiveness is greatly impacted by the air temperature. Air temperatures below 55 degrees F will take longer to warm the water into the 80s. You should NOT attempt to adjust the pool heating yourself as it is very easy to break and very expensive to repair. You will be liable for all costs for damages caused by you. If guests believe the pool heat is not reaching temps around 85 degrees, please reach out to the property management team during office hours to have them come and check the temperature and ensure the proper setting on the pool heater.

**Pool Deck:** You hereby acknowledge that the property you have reserved includes a swimming pool and deck area. You are fully aware that the pool deck area can be dangerous and slippery when wet, and that injury is likely to occur to anyone who is not careful. With full knowledge of the above facts and warnings, you accept and assume all risks involved in or related to the pool and deck areas. Also, for your safety, no glassware is permitted in the pool area. We do provide plastic drinkware for use in the pool area.

**BBQ GRILL:**

There is no BBQ grill provided at the home. If you provide your own BBQ grill, LAW PROHIBITS USE OF THE GRILL INSIDE THE SCREENED POOL ENCLOSURE. DO NOT BRING THE GRILL INSIDE THE SCREENED POOL AREA OR THE HOME. A VIOLATION OF THIS POLICY WILL RESULT IN A LOSS OF YOUR PROPERTY DAMAGE DEPOSIT WITH NO REFUND.

**CONDUCT:**

Windsor Hills is a residential community. No guest behavior should interfere with the privacy and the quiet enjoyment of other residents and guests. All guests are expected to conduct themselves with reasonable and respectful decorum. Violent and rough activities are not permitted. Illegal activities will not be tolerated (including the use of marijuana anywhere within Windsor Hills). Please do not swim, play loud music or behave in any manner that could be construed as an inconvenience, however minor, to your neighbors between the hours of 10PM and 8AM.

**PARKING:**

Three vehicles are permitted for our townhome. One car can be parked in the driveway in front of the townhome. Additional parking is available in the parking lot behind the home just outside the lanai door. There is no parking allowed on the street and the vehicle in the driveway must not block the sidewalk. Do not use neighboring driveways. No large vans or trucks, motorcycles, boat trailers, or recreational vehicles are permitted at the townhome. There is a parking area in Windsor Hills for these larger vehicles. You must register these vehicles in the Windsor Hills office to use this parking area. We are not liable for any damage or loss to private vehicles parked at Windsor Hills Resort.

**TRASH/GARBAGE:**

You are responsible for putting trash/garbage in the trash bin outside the front door during your stay. All trash must be secured in 13-gallon garbage bags, no loose trash or grocery bags in the trash bin. If all your trash bags do not fit in the bench bin outside the front door, contact the Windsor Hills Resort office at 407-787-4255 for the location of trash dumpsters. On departure, all trash/garbage must be bagged and left in the trash bin by the front door. **DO NOT LEAVE** filled garbage bags in the house. If you do not have enough trash bags on your departure day you can purchase additional bags at the resort store.

**CHECKOUT CLEANING:**

There is a standard checkout cleaning fee added to your rental cost. If the property is left in a condition that requires more than standard checkout cleaning, an extra fee may be incurred. Standard cleaning is defined as up to 2 1/2 hours for 1-2 cleaners. This includes basic sweeping/mopping/vacuuming of floors, wipe down of all hard surfaces, completion of laundry and making of all beds, cleaning/sanitizing of bathrooms and placement of all towels, and staging. This does NOT include dishwashing, stain removal from furniture, linens, or bedding, excessive scrubbing, scraping, etc. for removal of stuck on or burned on materials, carpet stain removal, upholstery cleaning, etc. Should bedding or bath towels get urine, blood, or feces on them, please wash these IMMEDIATELY in hot water to prevent staining. The standard checkout cleaning does not include the cleaning and sanitizing of anything soiled with bodily excretions. If anything is found to have these types of contaminants, an additional charge will be deducted from your damage deposit for the cleaning/sanitizing or replacement of these items.

Please follow the checkout procedures below to avoid being charged for extra checkout cleaning:

1. Checkout is no later than **10:00 AM**.
2. Remove all trash and food from the pool area and home and place in 13-gallon trash bags.
3. All trash/garbage must be bagged and left in trash container outside the front door. If, on the day of checkout you do not have sufficient trash bags, bags can be purchased at the resort store.
4. Start a load of used towels using hot water and laundry pod.
5. Remove the sheets and pillow cases from all beds that you used, place them in the laundry basket and leave it in the laundry area. Also place additional used bath or pool towels in the laundry basket.
6. Leave the kitchen reasonably clean and orderly. Load all dirty dishes in the dishwasher and turn on. All used dishes, glassware, cookware, and utensils should be cleaned or in running dishwasher at the time of your departure.
7. All television remote controls, game controllers, other device remotes and ceiling fan remotes must be set out in plain view on the dresser, table, shelf or wall where they were when you arrived.
8. Return any video games and DVDs back in their packaging and where they were when you arrived.
9. If you moved any furniture (inside or outside), please return them to where they were when you arrived.
10. Turn off all lights.
11. Close and lock all windows and exterior doors.

**PERSONAL BELONGINGS:**

You shall be solely responsible for any thefts, acts of vandalism, or other damage or loss of personal property which may occur during the course of this agreement, whether said damage or loss is your property or any other persons invited in by you, unless such damage is specifically caused by the negligence or incompetence of the owner or the owner's agent. Should a guest leave personal property at the time of check-out, we will make reasonable attempts to return the left-behind items. The guest is responsible for the cost of shipping and handling.

**LIABILITIES AND RESPONSIBILITIES:**

The owner and owner's agent commit to keeping the property in its normal, safe, usable and habitable condition. The property will be rented in the condition portrayed in the property listing and photos (some décor may differ than what is in photos, such as bedding, table settings, etc.). The home will be professionally cleaned prior to guest's check-in. In the event that the property is rendered unsafe, not usable or habitable by the local authorities and has not been caused by your actions, you will immediately be relieved of your obligations under this agreement. Any unused portion of your rent and deposit will be refunded to you.

In the event of equipment failure, please notify the property manager first, or if the property manager is not available, the owner, for repairs or replacement. We will do our best to ensure the home is in fully operational condition as quickly as possible. You, however, expressly waive and relinquish any rights or claims against the owner or manager for any damage that may result to you from lack of maintenance, repair, or defect. There will be no refund, or part of the rental amount, for any failure of any of the equipment to work. The only exception is the pool heat, which would be refunded on a pro-rata base. No refund can be made for inclement weather or for days when the pool is not used by you.

The owners and the owner's agents do not accept liability for personal injury, accidents, loss, or damage to persons or personal effects howsoever caused. All of your personal property kept on the premises is at your risk.

In the event that the home becomes unavailable prior to or during your reservation, every effort will be made to find a similar property for you. Owner will not be liable to you should similar units not become available. In that case, all monies paid by you shall be refunded on a pro-rated basis. This will be the full extent of the owner's liability in such circumstances and the owners cannot be responsible for any other costs connected with any such cancellation, however arising.

You and all members of your party agree to pay all costs including reasonable attorney's fees incurred by the owner in enforcing, by legal proceedings or otherwise, the terms of this contract agreement.

**PLEASE NOTE: While we endeavor to give a high level of service to our guests, any issues or problems regarding your vacation stay must be dealt with prior to departure. Under no circumstances will these be addressed after your vacation stay.**