Below is our affirmation of understanding.

We want it to be clear what we expect from each other.

**You** should expect us to deliver to you a wonderful luxurious holiday home, filled with expensive and opulent surroundings. A first class holiday experience free from damage and totally operational. Excepting situations beyond our control we will insure that the home continues to operate as expected during you holiday and if needed, we have personnel who can affect repairs or deal with any emergency.

**We** expect you to enjoy our home, but take good care of it. Treat each item in it as if you had to save up for years to afford it as we did.  Protect it from damage and give it back to us in the same totally free of any damage shapewe are giving it to you.

AFFIRMATION OF UNDERSTANDING.

This information is to make it perfectly clear that our home is delicate and everything in it is ultra-expensive.  It is specifically intended to make clear that our home is not a hotel and it must be treated with respect.

If any of what you are about to read in uncomfortable, or if you feel that your group is likely to incur damages that will surely cost you the $800 deposit, or if you feel the place may be too delicate for your party or that for example children in your party may be a damage liability, or that members of you party may not be accustomed to delicate ultra-expensive surroundings please let us know now and we will gladly refund all your money ( if we have collected any).  Better to do that then to have to keep your breakage deposit that in all likelihood would never cover even the most minor of damages to the very expensive items in the place.

Most families who stay with us are wonderful, and I am sure you are too, but once in a while a group that does not belong in our kind of place manages to get through our filters and we end up with a bad fit.  We are looking for families who know how to treat fine things, how to enjoy opulence without abusing it.  We are not interested in rowdy groups, families who have uncontrollable children, or groups who don't know what a coaster is for or that think putting their feet with shoes on everything is ok.

The home is filled with designer furnishings that cost insane amounts of money; there is crystal all over the place, glass, fine wood, silver, expensive imported tiles, antiques that are priceless, commissioned art and more.  Everything is ultra-expensive just as examples, the toaster cost $500, the refrigerator $17,000 installed, the floors $40,000+, the Ralph Lauren DISPLAY candle cylinders $1,500 and so on. The furnishings in the great room alone cost over $85,000 **excluding** lighting, technology and art.  No expense was spared, the TV is a 4K HD 3D SMART TV but the frame around it cost $2,000.

If you enjoy refined luxury and appreciate beauty, and know how hard it is for an average family like us to save up for these things then you are welcome. If on the other hand you had to stretch to be able to pay for our home and now you feel that since you paid for it it's  ok to treat the place like a hotel and be careless with it, please let us give back your money now, it will be better and less expensive for all of us.

If any accident happens please immediately call our property manager.  Calling him to deal with a spill or any emergency will never result in a charge to you.  PLEASE don't try to fix accidents yourself.  **Everything in the place requires specialty cleaners and procedures.**  If you try to deal with it yourself it will only become worst and more expensive. An example:  Let's say a child gets peanut butter and jelly on the Ralph Lauren crystal and you, well meaning, get a bottle of Windex and try to clean it.  It will etch immediately and be ruined.  It is mouth-blown crystal and cannot be cleaned with anything other than a special cleaner.

A can of soda or beer spilled on the custom leather and not cleaned with the proper cleaner will within a few hours result in a stain that cannot be fixed although at first it will seem to be ok. The custom sofas cost over $10,000 each.

In the kitchen you will find the only approved cleaners. **ABSOLUTELY UNDER NO CIRCUMSTANCES** use Windex, comet, scouring pad etc. on anything in the house. If the stove becomes clouded because of a spill on the hot burners LEAVE IT, we will clean it. Do NOT vacuum the skin on the floor of the great room, **UNDER NO CIRCUMSTANCES** use buckets of water or any wet substance on the floors. (Spot cleaning a spill with the approved cleaner excepting), if you feel like vacuuming please be mindful of the wood cabinetry, furnishing and wall moldings.

The ONLY approved cleaners for each surface can be found in the kitchen. If you need help feel free to call us, or Dari. We are always here to help you.

Don't get me wrong, we know accidents can happen, we are prepared to deal with them, and we want you to enjoy the place if you are the right kind of fit for it.  The kind of family we love would call Dari immediately if a spill happened. The wrong family would leave the spill sitting there, or try to hide it as if we would not notice it.

The house receives an absolutely MINISCULE inspection prior to your arrival and again after your departure.  We know exactly what kind of shape it was in when you arrived and we expect it back the same way.

We are not worried about a broken cup or a dish, we are talking about carelessness.  Kids allowed to play with toys up against the stainless steel, running children knocking down expensive works of art or priceless antiques, bottles of sun tan lotion left on wood furniture, or spaying lotion indoors and ruining furniture, or spills that don't  get cleaned until they are permanent stains, or boneheaded things like standing on an antique foot rest as if it was a foot stool to reach something and breaking it because it is delicate and not meant to hold such weight, or cutting food on the granite counter top simply because it looks strong instead of using the cutting board and in one motion ruining both the TajMahal exotic granite and the high end chef’s knife.  The person who goes to bed covered in sun tan lotion and ruins a set of 1000 thread count luxury Egyptian cotton sheets, the people who put their feet with shoes covered with sand, gum, and dirt on the $3,000 cocktail table or the custom leather and so on. Please don’t allow children to eat or drink on the custom leather.  They may spill something and you may not notice until it is too late and permanently stained. This commonly happens around the end tables where little kids spill soda on the table but nobody notices that it also spilt down the sides of the sofa running the leather and depositing a spill under the sofa that will with enough time also ruin the imported tile.

I know that likely none of this applies to you.  ***I know that you are probably thinking I am insane***, but please keep in mind how heart-breaking it would be to have such an amazing place ruined.

If on the other hand, you are feeling that maybe your party would have difficulty staying in such a place because they are too laid-back or unaccustomed to very expensive surroundings, let us please part friends and let us help you find another lovely but more robust home to holiday in.

If after reading this you can affirm that you will treat the home properly and are confident that you are a good fit for us then please reply to this email certifying that you have read and understood the information in it and that you are confident that you and your group can treat such a wonderful place with the respect it deserves.  Otherwise simply let us know and we can cancel your booking and will even try to help you find another place.

Please respond to this email with your affirmation of understanding or a request for a full refund.

Cheers

Paul