

Coastal Views Vacation Rentals, LLC
Rental Agreement
Terms and Conditions

You must be 25 years of age or older to reserve and book a vacation property. This Rental Agreement is a legally binding agreement between (Guests) and Coastal Views Vacation Rentals, LLC, the Property Manager and Homeowner. By making a reservation with us, you are agreeing to the terms and conditions as stated below.

RESERVATION REQUIREMENTS – **A payment by credit card or check of 50% of the total rental fee is required when booking a reservation.** You will receive an email confirmation of the payment and details of the reservation. **The remaining balance is due no later than 30 days prior to your check-in date.** We accept Visa and MasterCard credit cards. Reservations placed within 30 days of check-in date will require payment in full at the time of booking the reservation and must be paid with credit card.

CANCELLATION POLICY – Cancellations must be submitted in writing and confirmed by Coastal Views Vacation Rentals, LLC, no later than 30 days prior to the original check-in date in order to receive a refund. **All cancellations are subject to a 10% service charge (minimum of \$100).** **NO EXCEPTIONS.** We highly recommend purchasing travel insurance to avoid losing your vacation investment due to unforeseen cancellations.

CHECK-IN TIME IS 3:00 PM – Check in is 3:00pm. **There is no early check in available.** We will make every effort to make sure the home is ready by 3:00pm, but sometimes cleaning takes longer than expected which could cause delays in check in. Please allow the cleaning crew to finish their job before you enter the house.

CHECK-OUT TIME IS 11:00 AM – Homes are available for a late check out at a rate of \$25/hour, but that cannot be arranged until the day before you check out and is not guaranteed. If other guests are arriving on you check out day, the 11:00 am check out will be strictly enforced – **NO EXCEPTIONS!** The cleaning crew must have adequate time to prepare the property for the next guest. Guests that do not vacate the rental property and return the keys by 11:00 AM will be charged an hourly charge of \$25/hour, not to exceed the nightly property rate.

NO SMOKING – All of our homes are non-smoking. If you smoke, please do so outside, away from the house and dispose of your cigarette butts. If you get smoke in the house, you risk losing your security deposit. Additional \$250 deep cleaning fee will be charged if smoking occurs within the home. **Cigarette butts left outside the home are to be removed before leaving. Additional cleaning fees will be charged if cigarette butts have to be removed by cleaning personnel.**

LOST KEYS – There is a \$25 fee for all lost keys. If guests lock themselves out of a house, there is a \$25 service call fee to provide access to the house – so please don't lock your self out or lose the keys! If it is after business hours there is a \$50 lock-out fee.

MAXIMUM OCCUPANCY – The maximum number of people allowed in each home is stated in all accommodation descriptions. This is not only a safety issue, but also a sanitary issue as most of our homes are on septic systems. Any child two years old and older is considered an occupant and must be included in the occupancy total. **IF YOU ARE FOUND TO EXCEED THE MAXIMUM OCCUPANCY LIMIT OF YOUR HOME, IT WILL BE CONSIDERED A BREACH OF CONTRACT AND WILL RESULT IN IMMEDIATE EVICTION WITH NO REFUNDS OR REBATES.**

VISITORS AND PARTIES – Guests are not allowed to invite additional guests to the rental homes for parties, BBQs, weddings, or for use of the facilities if it is going to put you over the maximum occupancy limits. The house and its amenities are strictly for the use of the rental group. If you want to have a gathering with people other than in your rental group you will need to make arrangements to do so at a public place or meeting facility. You can call us if you need help finding such places. Violating this policy can result in immediate eviction and additional charges to your credit card.

PET POLICY – We have pet friendly homes as well as homes that do not allow pets. Guests agree that by signing this agreement, they are authorizing Coastal Views Vacation Rentals, LLC, to charge Guests credit card on file for any damages or additional cleaning required due to pets. **BRINGING A PET TO A HOME THAT DOES NOT ALLOW PETS AND/OR NOT RECEIVING PRIOR APPROVAL FOR THE PET, WILL RESULT IN IMMEDIATE EVICTION WITH NO REFUND OR REBATES.**

DAMAGE AND MAINTENANCE: Each home is privately owned, furnished and equipped by the homeowner. Guests agree to take responsibility for treating the home with care. Do not remove furnishings or kitchen items and do not move furniture around. Rearranging or moving of furniture is prohibited and may result in additional fees due to extra housekeeping services. Guests agree to properly use and operate all furnishings, appliances, home entertainment items, BBQs, etc. during stay. Guests will be charged for any damage or destruction of property caused by the guests, or for extra cleaning required. Please report any problems – you will **NOT** be charged for routine maintenance and normal wear and tear. Certain areas in each rental property are locked for the owner’s personal storage and guests may not access these areas.

HURRICANE OR STORM POLICY – No refunds will be given unless:

a. The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning area" and/or
b. A "mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning Area", we will refund:

1. Any unused portion of rent from a guest currently registered,
2. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
3. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Hurricane Warning" period.

CABLE/SATELLITE TV – All of our properties have cable or satellite TV. Not all properties have premium packages, i.e., Movie Channels, Sports Channels, Pay-Per-View, etc. Some of our properties also provide a library of movies available for viewing. Occasionally there are interruptions in cable service due to unforeseen circumstances. We do not guarantee the availability of cable/satellite service. No refunds or rebates will be offered if service is down, but we will make every effort to correct the problem in a timely manner.

CONDUCT – All of our rental homes are located in a neighborhoods. Occupancy and use of premises should not disturb or offend neighbors or residents by means of parties, excessive noise, obnoxious behavior, excessive speeding through the neighborhood, discharge of fireworks, or any other noise-inducing mechanisms. Coastal Views Vacation Rentals, LLC, reserves the right to terminate this Agreement and evict Guests with no refund or rebate if any Guests engages in these behaviors.

BBQ GRILLS – Guests who use the BBQ grills are responsible for cleaning them after their use. Guests may be charged up to \$100 for cleaning of the grill. Guests are responsible for providing any charcoal that may be needed.

GARBAGE – All garbage is to be placed in garbage bags. **There is absolutely no loose garbage allowed in cans. Additional cleaning fees will apply if cleaning personnel have to remove loose garbage and put it into bags.**

ITEMS LEFT BEHIND –We are not responsible for any items the Guests leave behind. We will collect all items we find that are left behind and upon request, will return these items for a \$25 handling fee plus shipping costs. All unclaimed items will be donated to Castaways to raise money for local charity foundations.

RELEASE OF LIABILITY – All guests agree to save and hold harmless Coastal Views Vacation Rentals, LLC, and the property homeowners for any loss, liability, damage or cost that may incur during occupancy on or around the property including the boat docks, boat launches and bulk heads. **ALL GUESTS AGREE THAT ALL CHILDREN MUST BE ACCOMPANIED BY AN ADULT ON THE DOCKS, BULK HEADS, OR ANYWHERE ON OR NEAR THE WATER AT ALL TIMES.** Guests assume the risk of injury or other losses relating to any recreational activities and will hold Coastal Views Vacation Rentals, LLC and the home owners harmless with respect to this.

Signature

Date

Printed Name