



Vacation Rental Agreement & Policies

RESERVATION DOWN PAYMENT

A minimum Down Payment of 25% of the rental rate plus the CSA Travel Insurance Protection Premium, if purchased, will be required upon booking the reservation. The Down Payment is a portion of your rent and will be applied to your grand total; therefore, it will NOT be refunded following your departure. If the grand total is less than \$500.00, payment in full is due upon booking. Reservations made under false pretenses of any kind will result in the forfeiture of all monies paid, as well as the cancellation of your reservation.

FINAL RENTAL PAYMENT

Final Payment (balance due after the Down Payment has been paid) is required 30 days prior to arrival. If a reservation is made within 30 days of arrival, the Final Payment is due in full upon booking. Check, Cashier's Check or Money Order is also available for the Final Payment and should be made payable to Book PCB and must be received 30 days prior to arrival. If a worthless check is submitted for payment, a \$50.00 NSF charge will be added to your reservation and payment may only be completed with Visa, MasterCard, or Discover. If you do not fulfill your Final Payment, your reservation will be cancelled and all payments that have been submitted will be forfeited. *Please note: it is your responsibility to contact Century 21 Ryan Realty by the Final Payment date notated on your confirmation.*

CANCELLATIONS

Once your reservation down payment has been received, there will be NO REFUNDS given except through coverage under CSA Travel Insurance Protection. There are no refunds for early departure due to inclement weather or personal circumstance unless you purchased trip insurance and it is a covered event. You have the option of rescheduling for another time throughout the year. If you choose to reschedule, any down payment or partial payments that have been submitted will not be refunded and will act as an internal credit. In the event that you reschedule for a timeframe where the rate is higher than your initial reservation, you will be required to submit additional payment. *Please note: Century 21 Ryan Realty's cancellation policy does not provide refunds for early departure due to unforeseen developments such as illnesses, mandatory hurricane evacuations and similar events that can affect your trip. Because of this, we strongly suggest that you purchase trip insurance.*

CSA TRAVEL INSURANCE PROTECTION

The premium for CSA Vacation Travel Protection has NOT been included in the cost unless you requested the insurance at time of booking. The plan is optional and we strongly recommend it. In case of any unforeseen events, this insurance helps protect your vacation investment. Please review our cancellation policy above. By initialing this form, you acknowledge you have read and understand our cancellation policy and choose NOT to purchase CSA Travel Rental Insurance [redacted] (Initial to Decline). Questions concerning CSA Travel Protection can be obtained by reviewing the certificate of insurance on their website <http://vacationrentalinsurance.com> or calling 800-554-9839. Hurricane Policy: Should a hurricane or a tropical storm threaten our area we will receive evacuation instructions from the National Hurricane Center and our local governing officials. If the "Mandatory Evacuation" order is given, refunds will only be given by CSA Travel Protection if you have purchased coverage before the storm was named. Century 21 Ryan Realty will not issue refund of any rent payments.

VACATION RENTAL DAMAGE PROTECTION

A Vacation Rental Damage Protection plan has been included in your reservation and covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$3,000.00. Any damages that exceed \$3,000.00 will be charged to the credit card on file. If you damage the real or personal property assigned to your rental accommodation during the trip, the Insurer will reimburse the lesser of the cost of repairs or the Actual Cash Value of the property, up to \$3,000.00. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy (www.vacationrentalinsurance.com/vacationrentaldamage). The Vacation Rental Damage can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Century 21 Ryan Realty any amount payable under the terms and conditions of the Vacation Rental Damage.

AGE REQUIREMENTS

Our vacation units are family rentals ONLY. Reservations for groups of young adults or vacationing students must meet the minimum age requirement of 25 for all members of the party. A select few of our properties have lower age requirements that require an additional Rental Agreement – please contact a reservation specialist for additional details on these properties. A parent must be staying in the unit at all times. Our rental units are monitored for violation of this policy. All violators will be evicted with all rental payments being forfeited and additional charges will be applied. Reservations made under false pretenses are null and void and check-in will not be allowed. NO EXCEPTIONS.

Guest Initials ([redacted], [redacted])

UNIT ASSIGNMENTS

Century 21 Ryan Realty reserves the right to change rental assignments in the event of a sale of the rental unit or if the unit becomes unavailable. In such instances, we will make comparable accommodations for the Guest.

HOUSEKEEPING/INVENTORY

Your vacation accommodations have been inventoried and cleaned to quality standards prior to your arrival. Although our company will perform a full check-out clean upon your departure, you will be responsible for the cleaning of your unit during your stay and for leaving the unit in good condition at check-out. If you would like additional cleaning services throughout your stay, please contact our office to make arrangements. We respectfully request that you remember you are staying in someone's home: please treat it with care.

FURNISHINGS/LINENS/TOWELS

Furnishings are subject to change. Décor, style, color schemes and inventory vary since properties are individually owned. Some internet photos may differ due to owner updates or changes. Towels, linens blankets, pillows, furniture, utensils, cookware and any other property supplied with the unit **MUST NOT** be taken out or moved from one unit to another. Loss of these items are not covered under your Damage Protection plan and will be charged to the credit card on file upon discovery of missing items. **PLEASE BRING YOUR OWN BEACH TOWELS.** Guest will need to provide their own paper items and cleaning supplies. An initial supply of trash liners and bathroom tissue is provided.

MAXIMUM OCCUPANCY

At all times, the maximum occupancy is the number the unit will sleep and the number stated on your confirmation, including children. Violation of this rule will result in immediate eviction with no refund of rent.

CHECK-IN

Check-in is at 4:00PM CST. For properties equipped with lock boxes or electronic keyless locks, you will obtain your combination once your Final Payment has been settled. Early check-in often is not possible; therefore, we encourage you to enjoy our public beaches and attractions if you arrive in the area early. Our housekeeping standards may require extra cleaning time for some properties, which may delay check-in. Although keys may be released at 4:00 p.m., no guarantee is made that properties will be cleaned by 4:00 p.m. Rate adjustments or refunds will not be issued for properties that are not ready at the standard check-in time.

CHECK-OUT

Check-out is 10:00AM CST. An early departure key drop box is provided at our Century 21 Ryan Realty office for those properties not equipped with a lock box or an electronic keyless lock. Guest may be charged an additional fee for late check-out. Upon departure, it is your responsibility to leave the property reasonably clean and in reasonable order (additional cleaning or trash disposal charges may apply.), to leave kitchen items (dishes, cookware, etc.) clean, dispose of all trash in proper outside containers and lock all doors and windows.

MAINTENANCE

Just as might occur at your own well-maintained home, mechanical failures and other breakdowns could occur. During your stay, promptly report all maintenance items and we will respond to them as soon as possible. Refunds are not made for inclement weather, lack of public utilities, the unavailability of private community amenities, mechanical failures or malfunctioning equipment. Where applicable, there is no guarantee that pools will be heated. These amenities are extras provided in addition to the beach house or condominium rental. Should any equipment malfunction, we will make every effort to have it repaired as soon as possible. Although all attempts will be made to correct the situation, some breakdowns cannot be prevented or repaired during your occupancy.

ROOM KEYS

For properties that are not equipped with an electronic keypad entry, you will be supplied with 2 room keys. There will be a \$25.00 replacement fee for each key that is not returned.

SMOKING POLICY

Smoking is strictly prohibited inside units. Violation of this rule will result in immediate eviction with no refund of rent. You will incur an additional charge for carpet cleaning & deodorizing if any evidence of smoking is found in your unit.

PET POLICY

A select few of our properties are pet friendly – please contact a reservation specialist for additional details on these properties. For properties that are not pet friendly, absolutely no pets are allowed in rental units or on the premises. Violation of this rule will result in immediate eviction with no refund of rent. You will incur additional charge for carpet cleaning and flea spray if any evidence is found in the unit. For properties that are pet friendly, an additional non-refundable pet fee is required. There is a 2 pet maximum and all pets must be approved prior to stay. An additional Rental Agreement is required for reservations that will be bringing pets. If visitors of guests bring pets, the non-refundable pet fee is required – no exceptions. Violation of this rule will result in immediate eviction with no refund of rent.

PARKING

Vehicles are to be parked in designated parking areas only. Parking on the road is not permitted. Any illegally parked cars are subject to towing; applicable fines/towing fees are the sole responsibility of the vehicle owner.

- **CONDOMINIUMS:** Each Condominium Association regulates the number of parking passes issued to rental guests for each size property within the building(s). Based on the Association regulations, you will receive one or two parking passes with your reservation. Note: We cannot guarantee available parking space during peak occupancy weekends and refunds or rate adjustments will not be issued due to lack of available parking.
- **HOUSES:** Parking passes are not required, however occupancy over the limit stated for the property is carefully monitored as evident by the number of parked cars.

GRILLS

For properties that are equipped with grills, use is strictly limited to areas with concrete flooring and is not permitted on decks or balconies. Please remember to bring your own grill supplies. If the grill has not been cleaned upon your departure, a \$25.00 fee cleaning fee will be charged to the credit card on file.

CONSTRUCTION

The continued growth of our area is evidenced by new construction that may be adjacent to or near existing vacation rental properties. You may reserve a property at a time when no construction is nearby, but construction could begin prior to your arrival. We regret any inconvenience but cannot control these situations. Refunds or relocations cannot be considered.

DISCLOSURE

All rental properties are privately owned and Century 21 Ryan Realty has a contractual relationship with property owners who employ us to act as their agents. We treat all parties (owners & guests) honestly, fairly and in good faith. WE RESERVE THE RIGHT to refund Down Payments, refuse rental, or to discontinue occupancy if, in our judgment, your occupancy is detrimental to the property. We reserve the right to enter the premises at any time for the purpose of inspection, repair, management or showing to a prospective buyer. Property may not be used for any unlawful purpose. By renting a property you are assuming all risk of and liability for any damage done to people or property, agents, employees or visitors occasioned by the present or future condition of the premises both latent and manifest. In the event damages occur during your occupancy due to situations not covered in the Damage Protection Plan, you agree to authorize Century 21 Ryan Realty to charge the cost of such damages to the credit card on file. You also agree to be responsible for and reimburse the property owner for any applicable costs and attorney's fees incurred for collection of damage. Neither Century 21 Ryan Realty nor the owner will be responsible for accidents or injury to guest or loss of money or valuables of any kind due to acts of theft or vandalism. The guest shall not assign this agreement or sublet the property in whole or in part. **PLEASE ABIDE BY ALL NOISE, TRAFFIC AND REFUSE RULES. PLEASE, ALSO, RESPECT THE RIGHTS AND SPACE OF NEARBY HOMEOWNERS AND OTHER RENTAL GUESTS.**

Reservation Arrival Date: _____

Reservation Departure Date: _____

Guest Name (Please Print)

Guest Signature

Date

Guest Name (Please Print)

Guest Signature

Date

Guest Initials (_____ , _____)