

Epic Florida Rentals Terms and Conditions

Please read the information below carefully:

EPIC FLORIDA RENTALS and brands RENT SUNNY FLORIDA and FLORIDA GOLD VACATION RENTALS AND PROPERTY MANAGEMENT

TERMS & CONDITIONS -

The signing/acceptance of the booking form/online reservation confirms acceptance of these Terms & Conditions by all persons occupying the property.

BOOKING PROCESS

- Your reservation is not confirmed until the payment has been processed. If you are booking less than 4 weeks prior to your arrival, then the full payment must be paid. Any other bookings final balances are due 4 weeks prior to your arrival date. We will automatically charge your final balance on or around 4 weeks prior to arrival, no reminder will be sent. Once your final balance has been processed, we will send you your confirmation of payments email. Your arrival information will be automatically emailed to you a week prior to your arrival date.

LIABILITY

- No claim can be made on the owners or managing agents for accidents, loss or injury (however caused). We strongly advise an all-inclusive holiday insurance cover. The owners or agents do not accept any liability or responsibility for any injury caused as a result of the use of our property, pool or clubhouse. It is the responsibility of an adult member of the party, to ensure that children are always properly supervised when in the pool area or on the balcony. Children are not permitted in the pool, spa or pool area unattended. Posted pool rules must be adhered to while in the pool area. Maps, directions and a check-in document with all the information you need to find and unlock your rental unit is provided. We will not be held responsible, nor provide a refund, if you are unable to find the resort, do not have the correct unit address or did not bring the reservation confirmation with you.

PROPERTY AVAILABILITY

- In the unlikely event that the property you reserve becomes unavailable due to circumstances out of the control of Epic, or the property is no longer available through Epic Florida Rentals, we will make every attempt to move your reservation to a comparable property. You will be notified of this prior and a new document may need to be submitted and processed.

RENTAL CHARGES

- We accept Visa, MasterCard, American Express, Discover, as well as bank transfer through QuickBooks invoice when requested. All payments are processed in U.S. dollars. (Tax & fees are not included in the nightly rates)

- A 25% non-refundable booking deposit (amount depends on the cost of your reservation) is required and will be applied to the total amount due. The final payment is due 4 weeks before your arrival and is non-refundable at that point. The final payment will be billed to your credit card on file unless other payment arrangements have been made 4 weeks prior to arrival.

- All rates are plus 11% to 13.5% tax. There is a one-time cleaning fee applied. Larger cleaning fees apply for extended stays. - There will be a Management Fee & a Processing Fee which cover our administrative costs

- If you make a change to your reservation there will be an additional processing fee of \$20, which will be charged at the time of the change. No changes can be made within 4 weeks of your arrival without a fee.

- Arrival time is after 4:00 PM and check out is before 10:00 AM. We do offer early arrival times and late checkouts when available. This should be prearranged by emailing us your request. In the case that an early arrival or late checkout are available we will provide the prearranged fee.

REFUNDABLE SECURITY DEPOSIT HOLD

- We will place a refundable security deposit hold on all reservations. This refundable security deposit hold will be placed when the final payment is processed on or around 30 days prior to your arrival date. If your reservation is paid in full your refundable security deposit hold will be processed on or after 45 days prior to your arrival date. The refundable security deposit hold is placed on your credit card to ensure there is no harm, damages or loss at the vacation rental during your stay. This hold will be released within 30 days from your checkout date once the unit has passed the checkout inspection. Please contact book@epicfloridarentals.com if this hold has not been released 30 days from your checkout date.

AGE LIMIT & OCCUPANCY LIMIT

- Florida Law requires that anyone under the age of 18 years old must be accompanied by an adult.

- By state law, occupancy may not exceed what is posted for each home. Maximum occupancy includes infants and children.

- Most of our homes under management have a minimum age of 25 to book.

CANCELLATION POLICY

- In the event of unforeseen circumstances, cancellation must be notified in writing by the party leader whose name appears on the booking form.

Cancellation will incur the following charges:

- The initial deposit made is Non-Refundable.

- Cancellations must be confirmed in writing.

- Cancellations made within 30 days of arrival will result in loss of all monies, and any claims must be taken up with the travel insurance company, if a policy was purchased.

- Any reservation that has been canceled and reinstated is subject to a \$50 reinstatement fee, to be charged at time of reinstatement.

- If the balance of payment is NOT RECEIVED 4 weeks prior to arrival, the owners reserve the right to cancel the booking without refund.

- No refunds for early departure.

INSURANCE

We the homeowners or agents do not accept responsibility for any loss of personal items while staying in the property or after departure. It is your responsibility to take out appropriate insurance to cover all aspects of your trip, and to ensure that passports, visas and other documents are in order.

Keeping valuables in the house is at your own risk, we accept no responsibility for lost or stolen property.

FACILITIES AND SERVICES

A great deal of care has been taken to ensure the accuracy of information we have provided.

However, facilities and services may not be open or available due to renovation/maintenance works, adverse weather, or damage by a previous guest, that we have not had time to remedy before your arrival, etc. Where we are aware that a facility or service advertised in the information provided will

not be available during the period of your stay, we will take steps, wherever possible, to notify you prior to travel. Some furnishings may also differ to that advertised.

NO GATHERINGS ALLOWED

- Excessive noise and improper parking of numerous cars along residential streets are a nuisance to other neighbors and homeowners and a violation of city code. We have very strict with our NO PARTIES/WEDDINGS/GATHERINGS OF ANY KIND ALLOWED POLICY. Any violation is considered a breach of contract and may result in eviction from the vacation rental. Our neighbors know that parties are illegal and will call the police if they hear any noise.

ADDITIONAL CHARGES

- Exclusive to Vista Cay units Only: Amenity Cards - One lanyard with a badge that has two cards will be provided in your unit. If lost or damaged, a \$50 fee per card will be applied to the credit card we have on file.
- Please DO NOT MOVE ANY FURNITURE: If we find that any furniture was moved in the property there will be a minimum \$100 fee charged.
- ALL PROPERTIES ARE NON-SMOKING: A fee will be charged if there is any evidence found of smoking in the unit or in the property.
- Absolutely NO PETS ALLOWED (unless specified on the specific unit): Additional cleaning fees will be charged if there is any evidence found of pets in the unit or in the property.
- If guests have not departed from the unit with their luggage by 10:00 AM a late check out fee of \$100 per hour will be charged. \$25 per every 15 minutes will be charged when the cleaners must wait to enter the unit on your departure date.
- Failing to notify Epic Florida Rentals of any cleaning or maintenance issues and allowing us the opportunity to correct it, will not be considered grounds for fee adjustments.

CHECKOUT INFORMATION

- Checkout time is 10:00 AM SHARP on the morning of departure: If guests have not departed from the unit with their luggage by 10:00 AM a late check out fee of \$100 per hour will be charged. \$25 per every 15 minutes will be charged when the cleaners must wait to enter the unit on your departure date.
- A thorough cleaning of the property will be carried out before and after occupancy. It is expected that you will leave the property in a reasonably clean and orderly condition. Excessive dirt or work for the cleaning team will result in a charge to you. The credit card info kept on file will be used for a security deposit in case of damage, lost or broken items in the unit. Guests will be charged for any damage, loss or breakage in the condos/townhouse or on the premises during your stay, including stolen items.

Please be aware that Epic Florida Rentals reserves the right to access our homes if needed at any time to address any issues.

POOL HEAT AND POOL RULES (Applicable only to homes with a Pool):

If you have ordered pool heat, you hereby accept & understand that should the temperature drop below 55 degrees the pool heater may shut off and that there are no refunds for pool heat. Most pool heaters will not operate under 55 degrees & therefore often disappoint. Rent Sunny Florida cannot override this as it is a security measure to prevent damage to the pool pump. Even if they do work at 55 degrees, they will only give a maximum of 15 degrees over the air temperature at any time

therefore giving only 70 degrees which is still cold (82F-89F is comfortable). A warm pool is not likely or guaranteed through the colder months so please forewarn your family. Please note if the home has a Spa you must purchase pool heat for it to be warm. The pool heater heats the Spa and one cannot be heated without the other. Our staff will come to certify the pool heat temperature one time in the instance there is a question of temperature. If found to be within range, they will not be able to respond again for the same issue.

Refunds will only be provided if the pool heater is physically broken and verified by our pool maintenance man in writing. Pool equipment and heaters are very sensitive and tampering with them can cause thousands of dollars in damage. Anyone known to have been tampering with the equipment will make the rental payer responsible for all associated repair costs. During colder months pool heat is put on 2 days before your arrival and 24 hours prior during the warmer months. The pool is cleaned and chemically balanced every week for your safety and comfort; however, on rare occasions it may be necessary to apply extra chemicals to the pool to maintain safe and correct chemical levels. Should this occur during your stay it will be necessary for you to be out of the pool for a period of 12-24 hours for safety reasons and no compensation payable. Items such as clothes, toys etc. must not be left in the pool or spa.

WARNING:

The pool Safety fence must be kept erected at all times for the safety of children, removal of this fence, leaving it open or disabling a pool safety alarm (if fitted) is an illegal act and punishable by imprisonment. Do not allow unsupervised children to use the pool or spa. Regular child deaths occur due to guests not following these simple rules.

We trust you will treat our homes/condos/townhouse with respect and be respectful to other guests. Enjoy your stay and we hope to have you as our guests again!

Customer Service: Call 888-516-0888 or e-mail book@epicfloridarentals.com
www.Rentsunnyflorida.com www.floridagold.com