

COASTAL PALMS VACATION RENTALS TERMS AND CONDITIONS

Rental terms and conditions for booking our homes are detailed below. Please retain a copy of this for your reference.

Price Policy

Guests are required to pay a non-refundable down payment of \$200.00 which is deducted from your total. The remaining balance is due 8 weeks prior to your arrival date. A copy of your drivers license, or state ID is required by law. The reservation name and credit card MUST be held in the same name. Reservations are non-transferable and guests must be 25 years of age. Subleasing, or reserving in behalf of a third party is not allowed and violates our terms and conditions. Property owners reserve the right to change rates shown on this website at any time. The price shown on the booking confirmation will be the price that applies when you made your booking. We reserve the right to modify or remove terms and conditions at any time without notice.

Cancellation Policy

By submitting payment, you understand and accept the cancellation policy of Coastal Palms Vacation Rentals as follows:

Aruba Bookings:

All Aruba properties are non-refundable. 50 percent of the total amount is due on all Aruba homes.

A signed rental agreement must be returned to us within 48 hours along with a copy of government issued ID for reservation to be confirmed.

Remaining balance must be paid 60 days prior to your arrival date which is charged on due date to the card on file. We are not able to issue refunds or cancel our Aruba reservations. We strongly advise to purchase trip insurance due to unforeseen circumstances. A refundable security deposit will be collected upon arrival to our Aruba homes.

Cancellations to your reservation, are required in writing only. In the event of cancellation, the following charges apply to non Aruba homes:

8 weeks prior to the arrival date: Loss of deposit (in some cases this can be transferred to another date)
Less than 8 weeks - 100% of the reservation rate. We will consider treating the booking as canceled if we do not receive the balance by the due date. Failure to respond to final payment notices and phone messages, emails, will result in cancellation of your reservation, to reinstate your reservation and subject to the availability there will be a \$75.00 administrative fee. This becomes applicable if we have no contact with the lead name. All deposits are considered non-refundable. In the event we must cancel or relocate your reservation due to unforeseen circumstances, we will attempt to place you in another comparable vacation home, in the same resort area. If this is not possible we will issue a full refund. Coastal Palms will not under any circumstances compensate the renter (you the guest) in the event of a cancellation/relocation of a booking. We reserve the right to substitute comparable accommodations without notice or liability, should a property become unavailable for the following reasons: emergency

maintenance issues (i.e. broken air conditioning) that would prohibit use, foreclosed, or damage caused prior to your arrival. Due to changes in residence ownership, unforeseen mechanical problems, land or flood damage, or any other circumstances, we or no company cannot guarantee a specific rental property. We reserve the right to change assignments without notice or liability should a residence become unavailable.

Reservation Policy

You agree that submitting your payment and providing a credit card number secures your reservation to your booking a vacation home with Coastal Palms and acknowledge that your payment is non-refundable. Coastal Palms will not be held responsible for any home owner or property manager for failing to update their availability calendar. You will be provided with the address on your confirmation receipt. Reservations made within 8 weeks of arrival date must be paid in full and the total amount for the rental will automatically be non-refundable. All Final Payments must be made 8 weeks prior to the arrival date. Renter authorizes us to charge the card on file on the final due date. Coastal Palms will automatically send the final payment reminder 10 weeks prior to your check in date. Please inform Coastal Palms of any changes of email address, and phone numbers. If you fail to respond to final payment reminders if payment fails, it will result in forfeiture of your deposit. All bookings made will be required to provide Government ID, to protect all parties and avoid fraudulent transactions and must be either a driver's license/passport. A security deposit authorization form may be required by Coastal Palms or affiliate partners prior to check-in. This is required to provide security against any intentional damages, inventory discrepancies, excess housekeeping or excess trash.

Payment Policy

Coastal Palms Vacation Rentals accepts payments by all major credit cards. We will accept a personal check if the reservation is at least 4 months out and reservation will not be booked until confirmation of funds from your financial institution.

Additional Charge Policy

A cleaning fee will be charged as per the detailed price for bookings as specified on the home. Changes/amendments on reservations initiated by guests on a confirmed reservation prior to 8 weeks of arrival dates will incur a charge of a \$75.00 administration fee; this excludes additional requested services and additional stays to extend dates. No refunds and/or compensation will be given for canceled reservations. We encourage you to purchase private trip insurance if an unforeseen event prevents you from travel. Renter authorizes Coastal Palms to charge the card on file, for the cost of repairs, replacement of keys, or extra cleaning for all damage, breakage and/or loss incurred during his/her stay. In the event of damage to the premises, its equipment, furniture, or carpeting, Renter shall be responsible for damage costs exceeding the security deposit, including collection costs and attorney's fees. Documentation and photographic evidence detailing damages and charges will be provided to the guest if requested.

Pet Policy

Pets are not allowed in any of our homes unless authorized and advertised on the listing by the home owner, Pet Friendly means one Pet, a non-refundable cleaning fee is required. Failure to adhere to this

notice will result in you being removed from any property, and charges being accrued to your card on file.

Restrictions

Smoking is strictly forbidden inside any of our homes. Smoking is only permitted on your rental home's patio or in other outdoor locations. BBQ grills may not be used inside of the Pool area or inside the homes. Charges will apply for cleaning of the Pool Deck. Guests will be held responsible for all damage resulting from misuse, and must also be cleaned prior to your departure or charges will be applied to your card on file.

Check in

Standard check in time is from 4 PM and check out is 10 AM. Early check in and late checkout must be approved and in some cases a fee will be charged, and is subject to availability.

MAXIMUM OCCUPANCY

As per fire safety laws in the state of Florida, the maximum number of occupants must not exceed the total the property is listed as sleeping. Violators who breach this requirement, will result in all guest's immediate eviction of the property without refund.

Accidental Damage Waiver

ADW is automatically applied to the reservation on most homes, and covers up to a maximum of \$500 for accidental damages that may occur. If the damages exceed \$500, Coastal Palms will bill the Guest for the difference. Coastal Palms reserves the right to exercise any legal remedies to pursue the amount owed from the guest as applicable by law. The guest agrees that the name on the reservation will be responsible for all loss from the property or its inventory during the reservation dates. Fees paid for ADW are NON-REFUNDABLE. Payments for the Protection Plan will not be accepted after the Guest has entered the Vacation home. A Valid Credit Number must be provided to Coastal Palms, and the Property Manager may also require a credit card on arrival to act as security damage in the case of Intentional damage. Coastal Palms Vacation Rentals must be notified of ANY damage to the unit during your occupancy or this plan is void. You acknowledge that some third-party providers offering certain services such as the vacation properties and/or activities may require you to sign their liability waiver, registration form and/or their security deposit form upon arrival if the check in is at a welcome center. ADW protects against accidental damages. It does not cover loss of use of the vacation home; damage caused by any pet brought to the vacation home, theft or loss of keys, lockouts, Acts of God, intentional damage, additional Cleaning or removal of Excessive Trash.

Pool Policy

I understand that should the air temperature drop below 55 degrees the pool heater may shut off and there are no refunds for loss of pool heat. Refunds will only be provided if the pool heater is physically broken and this is verified in writing by the local management company. No compensation will be given for a malfunctioning heater. When the air temperature drops below 55 degrees Fahrenheit, the pump (which sucks in air as part of its operation and remains on and operating) may not be able to bring the

water fully up to desired temperature. However, the operating costs remain the same and no refunds can be made should the water not reach temperature in this circumstance.

The pool Safety fence must be kept closed at all times for the safety of children.

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 beyond our control.

Do not attempt to turn on the pool heat or tamper with the thermostat. Tampering with the gauge will result in a charge of \$150.00.

Children should not be allowed to swim unattended. No running, diving, or horseplay in the pool area. Please bring your own beach towels. You may not use the bath towels in the home, as the pool water will bleach them. Do not bring glass into the pool area.

Items such as clothes, toys etc. must not be left in the spa.

Please do not tamper with the pool alarms. If any pool alarm at any door or sliding glass door leading to the pool area is not working, please contact the Management Company immediately. Not only is this a safety violation, if we discover a non-working pool alarm, it will also be assumed that you were the one who tampered with the alarm and you will be charged for its replacement upon departure. According to Chapter 515.33 of the Residential Swimming Pool Safety Act: Anyone tampering with or disconnecting pool alarms commits a misdemeanor of the second degree, punishable by a \$5000 fine or one (1) year in jail.

Please inform the property manager if the alarm is not working.

Complaints

Coastal Palms Vacation Rentals authorizes all of its management companies to deal directly, promptly and immediately with any concerns or complaints our guests may have during their stay. The management company has the right to negotiate directly with the guest in order to resolve any issue or concern at that point in time. The guest is required to register any complaint with the management company involved and demand proof of the claim. We will not accept any complaints made after the stay. Refunds or compensation will not be provided to a guest if the claim was not registered with the management company during the guest's dates of stay. The claim must then be validated by the management company.

Disclaimer

LIABILITY – All properties are privately owned and neither the owners or Coastal Palms Vacation Rentals, the management company, accept any responsibility whatsoever for personal injury, accidents, loss or damage to persons or personal effects, however caused.

If a property should go on the market for sale or sell and no longer be available for rentals, Coastal Palms will make every effort to find similar accommodations. If we cannot find comparable accommodation the renter will have the option of selecting from available properties at the published

rate or receiving a complete refund of monies paid for your Vacation Rental Home Only. Refunds exclude flights, attraction tickets, and car rentals. Coastal Palms will not accept responsibility for any misrepresentation provided by the villa owner. We simply provide a booking service for property owners to display their rental accommodation on this website. We make every effort to ensure that all the information we provided on this website is correct. We cannot be held responsible for any other subsequent alterations made; it is the owner's/property manager's responsibility to ensure that the information provided is accurate. Any Dispute regarding the Vacation home must be dealt with the homeowner or Local Property Manager Directly.

- The owners or agents will not be liable for loss or delay occasioned by strikes, riots, political unrest, hostilities, war, terrorist activity, industrial disputes, fire, flood, and technical/weather, problems with transport, aircraft grounding, and closure of airports or inclement weather conditions.
- In the unlikely event that due to circumstances beyond our control we need to make changes or cancel your booking, we will inform you as soon as possible, we reserve the right to cancel any bookings at any time, and will only be held liable to refund monies already paid by you the client.
- All the Vacation Homes listed on Coastal Palms are maintained by Local Management Companies, and do not accept any responsibility for the malfunction for any Electrical equipment. This includes such things as Pool Heating & Air-Conditioning/Cable TV/Telephone Services/Internet Services.
- Coastal Palms Vacation Rentals/home owners do not accept liability for any injury, Damage or Loss sustained by any Member of your party or by any persons entering the Home during your rental period.

By submitting payment, I acknowledge that I have read and agree to all of the terms and conditions.