

## **Payments:**

Payments can be made by:

- We accept all major credit cards

## **Reservations and Deposits:**

All reservations require a payment to hold chosen dates.

**Cancellation Terms:** The Guest may cancel the booking at any time, in writing, in the form of a letter or an email.

The following cancellation charges will apply:

- a) Over 15 days prior to check-in date – full refund (minus processing fees)
- b) 14 days or less, prior to check-in date - 100% of total rental costs.

Alpha Vacation Management LLC (“the Management Company”) reserves the right to cancel reservations and refuse service to anyone, to the extent permitted by law. Travel Insurance is recommended. The damage deposit varies by property, and we also reserve the right to charge a higher damage deposit at our sole discretion.

## **Cancellation by the Management Company**

In the event of the rental property being no longer available through unforeseen damage or circumstances beyond the company’s control, we will seek to offer alternative accommodation to the best of our ability. Failing that a full refund of all monies paid to the company will be made but that will constitute the limit of the company’s liability.

**The payment Billing address and personal identification must match, or the reservation will be canceled.**

Verification must be completed by the guest, or the guest will not have access to the property. Unused nights will not be refunded. Identification will be verified, through a third-party, at the discretion of the Management Company.

Guests will be provided with the arrival details after the verification process has been completed.

## **Reservation Prices do not Include:**

Expenses and items not mentioned, including, but not limited to: transportation, tips for personal services, meals, insurance, telephone calls and other items of a personal nature.

**Responsibility:**

- The Guest hereby assumes all risk of damage to any and all personal property of The Management Company and The Guest, including household furniture and goods during such use and occupancy.
- The Guest hereby assumes any and all risks associated with the foregoing and agrees to hold the Management Company harmless from and indemnify the Management Company against the same.
- The Guest agrees to abide by all rules set forth in this agreement, in addition to the 'Vacation Rental Agreement' (signed by the Guest), any community or association rules that exist at the premises, as well as any additional rules or guidelines posted within the premises or within the Digital Guest Guide/Property Information provided by the Management Company to the Guest.

**Use:**

- It is agreed that the Premises shall be used only for residential purposes, no animals and for no other purpose whatsoever. The purpose of the premises shall be for a vacation accommodation only.
- The Guest in the possession, use and occupancy of the Premises agrees to observe and comply with all restrictions, laws and ordinances affecting the Premises or occupancy thereof.
- The Guest further agrees that no use shall be made of the Premises, or acts done which will increase the existing rate of insurance upon the Premises or will cause a cancellation of any insurance policy covering the Premises.
- All our vacation homes are non-smoking. Any Guest or their Guests not adhering to the No Smoking policy will result in additional charges for cleaning services and/or forfeiture of security deposit. Guests found violating this rule may be removed from the premises prior to the end date of the reservation and the remainder of their rent will be applied towards cleaning and/or maintenance on the home.
- All our vacation homes do not permit animals or pets unless prior arrangements have been made and confirmed by management. Any Guest or their Guest not adhering to the No Pet policy will result in additional charges for cleaning services and/or forfeiture of security deposit. Guests found violating this rule may be removed from the premises prior to the end date of the reservation and the remainder of their rent will be applied towards cleaning and/or maintenance on the home.
  - Service Animals. "Service Animals, "as defined by §413.08, Fla. Stat. (2017) and including animals in training, are exempt from this section, provided a written request for reasonable accommodations is made at the time of reservation. A person who knowingly and willfully misrepresents herself or himself as using a service animal or being qualified to use a service

animal commits a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

- Management Company reserves the right to remove any animal for inappropriate behavior.

### **Occupancy**

Maximum Occupancy. Guests must be at least 21 years old to rent the Property; and must ensure compliance with the occupancy terms by all members of the Guest's party, as stated in the 'Vacation Rental Agreement'

### **Grievance policy**

Please contact us immediately with any complaints or concerns and we will do all we can within our policies and reason to accommodate you. Guests have a duty to report any complaints and allow a reasonable time to cure.

### **Pool Heat**

Pools may not heat to the Guest's desired temperature during colder weather and may take up to 48 hours to reach maximum temperature.

### **Pool Safety**

Running & diving are prohibited. Children, of any age, are not allowed in the pool area without supervision. When available, safety netting & pool alarms must be used at all times and doors must be kept closed & locked. Any safety concerns, including if any equipment, pool alarms, safety netting, or locks, are not working properly must be reported immediately to the Management Company. Disabling Pool Alarms is strictly prohibited. Pool fences must always be fully reinstalled after use.

### **Noise**

The Property is a residential neighborhood. Excessive noise at a level that disturbs the neighbors is prohibited. Code-Enforced Quiet Hours. Compliance with Code-Enforced Neighborhood Quiet Hours of 10 PM- 8 AM is required and the Guest is responsible for any fines resulting from a violation. If non-compliant, it may be removed from the property.

### **Property Access and Use**

Access by the Management Company and its agents may enter the Property as necessary to protect or inspect The Property; for repairs or services; for viewing by prospective buyers, or; for emergencies. The notice must be provided to the extent reasonable under the circumstances.