

## **RENTAL FAQ**

**A lease will be sent to all tenants. All terms and conditions are outlined in the lease. This is a short overview to answer some common questions.**

### **Short Term Rental Tax:**

**State and local taxes of 12.45% will apply to occupancy, in accordance with the Massachusetts Short Term Rental Law.**

### **Security/Damage Deposits**

**Security deposits must be in the form of a check. This is deposited by Cape Shores Real Estate in a non-interest bearing account and is mailed to you within 30 days (usually within 2 weeks) after your check out date, provided there has been no damage, excessive cleaning, or other deductible charges. This is not a deposit to secure your rental. If there is anything amiss when you arrive at the property, please contact our office immediately.**

### **Smoking**

**Please do not smoke inside the premises.**

### **Payment Methods**

**Cape Shores Real Estate accepts credit card payments for rent and processing fee. If you wish to pay by credit card, a link will be sent to you where you can enter your credit card information. Security/Damage deposits must be in the form of a personal check, received by the date specified on your lease.**

### **Cancellations**

**If you must cancel your reservation, Cape Shores Real Estate must be notified immediately with a written follow up (fax or email accepted). Every good effort shall be made to re-rent the property. If it is re-rented, Cape Shores Real Estate will return rental amounts paid, minus a fee of 15% of the total amount, but only if the property is re-rented. If your original lease was for more than 1 week and only a portion of that time is re-rented, you will be refunded monies paid only when all weeks specified in your lease have been re-rented. If the property is not re-rented, all monies shall be forfeited as liquidated damages. The processing fee is non-refundable.**

### **Properties**

**Every attempt has been made to accurately describe each property. Cape Shores Real Estate is not responsible for errors or omissions, or changes made by the owners to the**

property. If the tenant finds that the property is not what they expected, there is no refund. If there is a maintenance issue with the property, please call the office immediately. Issues will be handled as quickly as possible. There will be no adjustment to rental rate maintenance issues.

### **Linens, Towels and Beach Furniture**

You are required to provide all linens, (except for pillows, blankets and mattress covers), towels, beach towels and beach furniture. Refer to our web site and/or your property information sheet for the bed sizes in your rental. We can provide information on renting linens.

### **Check-In and Check-Out**

Check-in is after 4 P.M. You can come to the office before 4 P.M. to get your keys, but do not go to the house (not even to park an extra car - the cleaners will think someone is there). Check-out is promptly at 10 A.M. A cleaning penalty will be incurred if you arrive at your rental home early, or leave late.

### **Keys and Re-Booking Requests**

Keys will be in your check in package, which must be picked up from Cape Shores Real Estate. You are responsible for the prompt return of your keys when you depart. If you leave after hours, the keys may be left in the gray box outside of our office. There may be a charge for unreturned keys.

**Eastham rentals:** If your rental is in Eastham, we may provide you with instructions regarding a lock box. Leave keys in the lock box.

Your check-in package also has a rebooking request inside. Please return it with your keys if you want to be called about renting the property, or a different one, next season. Please note, this is a request and not a guarantee. We make every effort to work with tenants and owners about re-bookings.

### **Cleaning**

Your rental property is professionally cleaned before you arrive. It is a changeover cleaning and not a full spring-cleaning. When you leave, the property should be in a neat, broom swept condition. All dishes should be cleaned and put away, garbage put outside as directed, and sand vacuumed or swept up. Grills must be cleaned and ashes emptied. We can give you the names of local cleaners if you require cleaning assistance during your stay.

## **Beach Stickers**

**Cape Shores Real Estate will provide you with instructions, directions and applicable documentation to obtain the beach sticker for the town in which your rental house is located. Towns and Chamber of Commerce organizations also have web sites for additional information.**

## **Returned Items**

**A fee of \$20 plus postage shall be retained from your security/damage deposit for returning items left behind. This includes videos and other small items.**

## **Occupancy Limits & Pets**

**Maximum Occupancy indicated in your lease includes babies and overnight visitors. Pets are not permitted in most of our rentals. Violation of the pet clause in your lease will be deemed by the owner as grounds for terminating the lease immediately and/or withholding all of your security/damage deposit.**

**Interested in buying a house on the Cape?**

**We can help you with that. Please let us know!**

## **Directions to the Cape Shores Real Estate Office**

**Berkshire Hathaway Home Services**

**282 Main Street**

**Wellfleet, MA 02667**

### **Directions:**

- 1. From Route 6 in Wellfleet, turn at the traffic light onto Main Street toward "Wellfleet Center & Harbor".**
- 2. Follow Main Street straight up the hill, not toward Harbor at fork, and pass churches on the right.**
- 3. Berkshire Hathaway HomeServices Cape Shores Real Estate will be on your right just before Bank Street on the left, two doors from Town Hall.**

**Free parking is available in the lot behind Town Hall.**