

By making a reservation, you (the "Guest") are entering into a legal rental contract with Amazing Cation Villas LLC, a Florida Limited Liability Company. The Guest agrees that payment of the rental deposit will signify their full acceptance of and is therefore bound by the standard terms and conditions for all properties provided below.

Reservations

Check-in time is after 4 p.m. Check-out time is before 10 a.m. Upon request, an early check-in or late check-out may be arranged based on availability, and an additional fee will apply. If the Guest does not depart the home by check-out time additional charges may apply to cover costs incurred by the Company, including but not limited to moving the incoming guest to another home or having to reschedule housekeeping staff.

The Company will not release the door code for the vacation rental until the reservation is paid in full.

Reservations must be in the name of a member of the travel party who is 25 years of age or older and the holder of a major credit card.

The party member who makes the reservation and is the credit card holder (the "lead party member") accepts responsibility for all other member of the accompanying party staying at the property.

The Guest shall not assign responsibility nor sublet to other parties without the Company's written consent.

House Rules

The Guest is hereby granted a license to use the premises. The Guest acknowledges and agrees that no form of tenancy has been created pursuant to Chapter 83, Florida Statutes through the Guest's use of the premises.

By Florida state law, occupancy may not exceed what is posted. Maximum occupancy includes infants and children

Vacation rentals may not be used for special events that exceed occupancy without prior written approval from the Company or the homeowner(s). Event permits may be required and additional fees may apply.

No smoking is allowed in any vacation rental. Smoking is permitted outside. Should smoking occur in the home, an additional cleaning fee will be applied.

No pets are allowed in any vacation rental unless otherwise stated. Should an animal be brought into the home, an additional cleaning fee will be applied

Property amenities (including but not limited to furnishings, appliances, electronics, baby equipment, games and barbecue grills) are used at the Guest's own risk. Barbecue grills

should only be used in well ventilated outdoor areas and ensure that no spillage or staining occurs on the patio, pool deck or other area of use. The Company and the homeowner(s) shall not be held liable for malfunctioning or inoperable amenities, or for damage caused by misuse of amenities. Guests under 18 years of age must be supervised at all times.

Due to security reasons, software and/or files may not be downloaded on any in-home computer or iPad

The property must not be used for any video or photography (amateur or professional) for commercial use without prior written approval from the Company or the homeowner(s).

Locks may not be broken, changed or added, and keys may not be duplicated.

Most vacation rentals have storage for homeowner use. These areas are not accessible to guests. Any breach of locked areas will be reported to law enforcement.

The Guest agrees to abide by all HOA association rules, including but not limited to all community signs, trash management, parking and noise limitations

If, during the rental period, any law or ordinance is violated, any drug use occurs in or near the property, or the property is used for any immoral purpose, occupancy will be immediately terminated without refund.

No parking on any grass areas in any of the communities. Violators will be towed

Failure to comply with any of the terms herein will, at the sole discretion of the Company, result in the immediate termination of occupancy without refund.

Arrival information

If the reservation is made within 14 days of arrival, the Guest will be asked for further proof of ID and address that is the same as on the credit card used to make the reservation. For security reasons Lock codes and other information will be sent to you within 48 hours of arrival.

Payments

A 15% non-refundable reservation deposit is required at the time of booking and will be applied to the total amount due. The final payment is due 4 weeks before the Guest's arrival and is non-refundable at that point. The final payment will be billed to the primary credit card on file unless other payment arrangements have been made. If the final payment falls on a Saturday, Sunday or holiday, it will be charged on the next business day following the final payment due date. If the Company is unable to collect the final payment by the due date, the reservation will be automatically canceled and will result in the loss of all funds. Any refunds issued by the Company will be processed through the Guest's original payment method. No refunds will be given for late arrivals, early departures or unused days of the reservation.

Taxes & fees

Tax is not included in nightly rates. A 13.5% or 12.5% tax will be added based on County location.

If excessive cleaning on departure is necessary, additional charges may apply.

If the Guest makes a change to their reservation, there will be an additional \$30 non-refundable fee, which will be charged at the time of the change. No changes can be made within 4 weeks of the Guest's arrival.

An \$75 fee for Property Protection & Processing will be applied to each reservation. Property Protection provides a damage waiver that covers accidental or inadvertent damages up to \$500. This damage waiver is provided by and administered by the Company and is not an insurance policy.

If upon check-in, there is any existing damage to the property or maintenance issues, the Guest must notify the Company before noon on the day after arrival. Calls to report issues should be restricted to office hours 9 am – 5pm unless they are of a real emergency nature.

Accidental or inadvertent damages that occur during the rental period must be reported to the Company within 24 hours to be eligible for coverage. Intentional damage, gross negligence or removal of items from the property, including moving items to another property, will result in additional costs. If any required additional costs are not paid, the Company reserves the right to exercise legal remedies. Processing is included to cover the Company's administrative costs for the reservation.

Cancellation Policy

The 15% rental deposit is non-refundable.

Cancellations must be confirmed in writing.

Cancellations made within 4 weeks of the Guest's arrival will result in the loss of all funds, and any claims must be taken up with the travel insurance company, if a policy was purchased.

For cancellations made 4 weeks or more before the Guest's arrival, the 20% rental deposit can be applied as a credit towards a future reservation. The future reservation must be within 24 months of the cancellation date.

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

If the length of stay is reduced from the original dates, the cancellation policy will apply to the nights that have been canceled.

The Company is unable to waive any of the cancellation charges listed above, no matter the circumstances.

The Company reserves the right to cancel any reservation made as a result of an error, omission or other unforeseen circumstances. This includes verbal, written or website errors which may affect the price, availability or property rented

Properties

The properties on the Companies website are not owned by the Company. The homes are all individual privately owned homes. The Company has partnered with independent local management companies that manage privately owned individual rental properties and partners with other management companies. The Company, partner management companies and the homeowner(s) shall not be held liable for any inconvenience arising from outside construction or any temporary defects or stoppage in supply of water, plumbing, gas, electricity or other utilities.

Property descriptions and images are presented in good faith and should be used as a guide only. The Company and the homeowner(s) accept no liability whatsoever for errors or omissions.

In the unlikely event that the property reserved becomes unavailable due to circumstances out of the Company's control, every attempt will be made to move the reservation to a comparable property. If it is not possible to relocate the Guest, the Company shall not be held responsible for any consequential or secondary circumstances, including but not limited to relocation expenses, additional travel expenses or any other loss.

Vacation homes are self-catering accommodations. Most managing partners will supply some small starter products, including hand soap, toilet paper and trash bag. Additional supplies and replenishments are the responsibility of the Guest.

Pool and spa heat may be added to any reservation in a home equipped with a pool and/or spa for an additional fee. Please keep in mind when requesting pool/spa heat that most pools take up to 24 hours to heat.

Pool heaters have electrical and mechanical components that can sometimes malfunction, and, when the outside air temperature drops below 65 degrees Fahrenheit, they may not be able to provide adequate heating. The Company, its vendors and the homeowner(s) cannot be held responsible for any malfunctioning heater or inadequate heating, and no compensation will be given. The Guest must inform the Company as soon as possible if the pool or spa is not working properly so that repairs can be made. Guests should not attempt to adjust settings or tamper in any way with the pool/spa equipment.

In the event of a maintenance issue, the Guest must notify the Local Management Company within 1 business day, so the Company may elect to rectify the issue. The Company will

respond within a reasonable time to remedy problems that, at the sole discretion of the Company, constitute an emergency affecting guest safety. Any problems that arise during the rental period that do not constitute an emergency, as determined by the Company, will be remedied during or after the rental period. The response is based on the severity of the problem, and is at the sole discretion of the Company and their managing partners.

The air conditioning in any property must not be set below 72 degrees Fahrenheit. Additionally, all windows and doors must be kept closed during the rental period. Failure to follow these terms may cause the system to freeze up and become inoperable. If this occurs, the air conditioning must be turned off to allow the unit to defrost, and there will be no air conditioning during this time. Failure to follow this policy may result in additional charges, which would not be covered under the Property Protection damage waiver.

The Company, managing partners and the homeowner(s) shall not be held liable for malfunctioning or inoperable air conditioning/heating systems or any other household systems or appliances.

Every vacation rental receives regular preventive pest control. If there is a pest control issue, the Guest should notify the managing partner so that the situation can be assessed and addressed. The response is based on severity, and is at the sole discretion of the Company and managing partner

Safety

For the purpose of safety and protection of the property, the Company, managing partner and/or its representatives may enter the property at any time, without notice. Whenever possible, the Company will receive guest permission prior to such entrance.

Community and home amenities (including but not limited to resort pools, fitness centers, recreation areas, furnishings, appliances, electronics, baby equipment, games and barbecue grills) are used at the Guest's own risk. Guests should exercise caution when using stairs, elevators and walkways. A responsible adult must accompany guests under 18 years of age. The Company, managing partners and the homeowner(s) accept no responsibility for any personal loss, accident, injury or illness, and shall not be held liable for the personal safety of the Guest or their travel party.

Guests who see any suspicious activity in the vacation home community should call and report the activity to local emergency authorities by dialing 911.

Guests should take the same precautions during vacation as they would at home. Valuables, IDs, passports and money should be secured. Jewelry, electronics or other valuables should not be left in a car, on countertops or in plain sight. When guests leave the vacation home or before they retire for the evening, windows and doors should be locked. The Company and the homeowner(s) shall not be held liable for lost, stolen or damaged personal property. In the event that personal property is lost or stolen, the Guest should

contact the appropriate authority first, and then the Company to report the lost or stolen item(s).

Pools and spas are used at the Guest's own risk, and no lifeguard is on duty. Diving, horseplay and running in the pool area is prohibited. A responsible adult must supervise guests under 18 years of age. It only takes a few seconds for a small child to crawl or run from the house and fall into the pool. If there are children in the travel party, the patio door must never be left open.

In accordance with Florida state law, pool-equipped vacation rentals have pool alarms and/or fences that have been installed for guest safety. Pool alarms sound within seconds of a door leading to the pool being opened. Safety fences must be kept in place at all times. Any problems with pool alarms or safety fences must be reported immediately to the local Property Manager

Guests must not tamper with pool alarms. 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 \$5,000 fine or one year in jail. The Company will assess a minimum charge of \$100 per alarm for its repair or replacement.

The Company, managing partner and the homeowner(s) shall not be held liable for any personal loss, accident, injury or illness from use of the pool or spa.

When enjoying time outdoors, guests are encouraged to wear protective clothing, sunscreen with an SPF of 30 or more, and an EPA-registered insect repellent.

Central Florida is home to a diverse population of animals. Guests should avoid approaching, feeding or harassing wildlife of any kind. Alligators and snakes are not just found in the wild, but also in and near lakes, ponds and marshes in residential neighborhoods and around golf courses. There is always the possibility of this wildlife near fresh or brackish water. Guests must not wade, swim or fish in community ponds or lakes, or in undesignated areas

Travel Insurance

The Company strongly recommends guests purchase travel insurance if concerned about possible interruption or cancellation of their trip.

Limitation of Liability

The Company, managing partner(s) and the homeowner(s) shall not be held liable for any inconvenience, loss, harm, damage or alteration in the Guest's travel plans or the terms of the reservation caused by flight delays/cancellations, weather conditions, natural disasters, fire, acts of God, acts of violence, war, terrorism, civil disobedience, or other reasons beyond their control.

Weather

The Company does not offer refunds or change reservations due to hurricanes, tropical storms or adverse weather. Guests who are concerned about possible interruption, cancellation or delayed travel are strongly encouraged to purchase travel insurance. Travel Insurance can provide protection in the event of storms and other sudden emergencies. Peak hurricane season is August through October. All guests are encouraged to purchase travel insurance.

Parking for RVs and Trailers

There are no facilities for parking of RV's, trailers, commercial vehicles or coaches at any of the vacation home communities on the Company website.

Communities

The Company and its managing partner(s) cannot and does not guarantee access to any resort amenities including but not limited to pools, golf courses, fitness centers, recreation areas and restaurants. The Company and its managing partner(s) shall not be held liable if community amenity access is restricted due to weather, maintenance, construction, resort policies or any other reason.

Reunion Resort Amenities

The following terms and conditions refer to the use of resort amenities for guests staying in Reunion Resort.

Resort amenities open to all guests include the fitness center, game room, restaurants, splash pad, day spa, kids' activities and select resort pools (Heritage Crossing, The Terraces, Seven Eagles, Gathering Drive and Carriage Pointe). Additional fees apply for the day spa and kids' activities.

A day pass is required for the water park, tennis facility, golf courses and select resort pools (Sandy Ridge, Cabana Court and Center Court Ridge). Water park access also requires an admission fee for each guest: \$18 per adult; \$12 per child ages 2–17; free for children under 2. Additional fees also apply for activities including but not limited to the tennis center and golf courses.

Pass distribution may be limited to select Reunion Resort homes only. Availability subject to change without notice.

The day pass provides access for eight guests to utilize Reunion amenities for 1 day. Additional access for larger parties may be arranged based on availability. Fees may apply.

Details

- The Company and its managing partner(s) will work with the Guest to arrange day passes for their preferred day of Reunion amenity access.
- Passes may be requested as early as 20 days prior to check-in.
- Passes should be requested at least 5 business days in advance of preferred day of use. Requests made less than 5 business days in advance can be arranged for an additional \$25 fee to be billed at the time of the request. Passes cannot be ordered on Sunday, as the Reunion membership office is closed.
- When arranging passes with the Company, one member of the travel party over 18 years of age must be designated to pick them up. This guest must pick up the passes on the day of use at the Reunion membership office, located in the Reunion Grande lobby, and present their photo ID. The membership office is open 9 a.m.–5 p.m., Monday–Saturday. Passes that have been arranged to be used on a Sunday may be picked up at the front desk in the lobby of the Reunion Grande.
- The Company and its managing partner(s) shall not be held liable if amenity access is restricted due to weather, maintenance, construction, resort policies or any other reason.

Provisions

Failure to comply with any of the terms herein will, at the sole discretion of the Company and its managing partner(s), result in the eviction of the Guest from the property, without recompense or refund.

Any disputes under this agreement shall be resolved exclusively via binding arbitration according to the rules of the American Arbitration Association for commercial disputes in Osceola County, Florida, applying Florida law. Each party shall pay their own attorney fees and costs, and the State of Florida shall have exclusive personal and in rem jurisdiction over any dispute. These terms and conditions are subject to change without notice, from time to time, in the Company's sole discretion.