

# Sample Terms & Conditions

## 1. HOW TO MAKE A RESERVATION

On the right-hand side of our website you can search availability. Once you choose the home you would like to reserve, you will need to click the book this property button on the website. You will then fill out the reservation form. The customer must pay online for the reservation. (all major credit cards are accepted)

When you choose to pay by credit card: When you are filling out the reservation, there will be a location to mark payment by credit card. You will mark make payment by CREDIT CARD. If you are making your reservation 40+ days before arrival, then we will charge \$200 on your credit card the day the reservation is made, and the balance will automatically be charged 30 days before arrival. If you book within 30 days before arrival, then we will charge your credit card the full amount the day the reservation is made.

## 2. SECURITY DEPOSIT

Our company will place a \$200 authorization hold on your credit card the day that you check in. This is very similar to what a hotel does. Our staff will do an inspection the day of your departure. We will then charge your credit card the actual amount for damages. Please note that if damages are greater than \$200, then the credit card will be charged the actual damage amount. Any uncollected amount for damages will be sent to our legal department for collection. If our company makes a charge on your credit card for damages and the customer disputes that charge with the credit card company, then we will take legal action to recoup the losses. If there is not any damage to the property, the \$200 hold will drop off on the day after departure. Since this \$200 was an authorization only, there will not be a refund to the card. When you check in at the property, you will need to do a thorough walk through of the home. If there are any damages, you must contact the local office. Charges will appear on your credit card statement as Property Management Company.

## 3. CONFIRMATION

Customers will receive the confirmation along with arrival instructions via email. Sometimes the confirmation will go to the junk or spam mailbox. Please check the spam or junk folder before contacting us. You will need to look over your confirmation to make sure all the information is correct. Please pay special attention to the property, check in and check out dates, and rate.

## 4. PAYING BALANCE

Please refer to your confirmation for payment due dates. The Property Management Company will charge your credit card the amount due plus any fees.

## **5. CANCELLATIONS**

If you cancel 10+ days before arrival, then there is a \$200 cancellation fee. If you cancel 0-10 days before arrival, then the full amount of the rental is non-refundable. Because of our strict cancellation policy, you may want to purchase travel insurance through [www.insuremytrip.com](http://www.insuremytrip.com). Please note that cancellations must be in writing by email to [info@xyz.com.com](mailto:info@xyz.com.com). The Property Management Company will then cancel the reservation and an email response will be sent to the guest.

## **6. DAMAGES**

When you arrive at the home, please inspect the property for damages. Call our local office within 4 hours to report any damages found upon arrival. If there is damage to the home and it is not reported, you will be held responsible. After your check out, the onsite management company will inspect the house and notify you of any damages found to the home made during your stay. The manager will contact you via email or phone about any damages that were found. We will provide a detailed list along with the amount that will be charged. Charges that will appear on your credit card statement will be from the onsite property manager.

## **7. DAMAGE PROTECTION PLAN**

We understand while you are on vacation that it is your time to enjoy your family and relax. Don't let small incidental damages ruin your vacation. We know that small spills on the carpet and marks on the wall will happen. Although these are accidents, there is still a cost to correct the unintentional damage. Therefore, Property Management Company has developed the Damage Protection Plan. For a flat, non-refundable \$79.00 fee, you will be covered for all small damages up to \$500.00.

This will cover you for stains on the carpet, marks on the wall, broken dishes, stained or damaged towels, and other small items. The Damage Protection Plan does not cover negligence and gross intentional damages to the property. It also does not cover theft. If the small damage does occur, your card will not be charged. The only time the card would be charged is if the damage is negligent or for gross intentional damages, damages are not reported or damages that exceed \$500.00. Please note: Guests must also report damages upon arrival. If damages occur during guest stays, guests must also contact the onsite office and report the damages. Failure to do so will void the protection plan.

## **8. CHECK-IN / CHECK-OUT**

Check-in is 4 P.M day-of-arrival. Check-out is 11 A.M. day-of-departure. We ask you to please follow the check in and check out times. If you desire an early or late check out, please check with the property management team on the availability of this request. We will make every effort to accommodate your request. Please remember, when a guest checks out late, this hinders our ability to clean the property properly for the guest checking in later that day. When we have guests check in early, it rushes our cleaners to finish quickly and does not allow for a full detailed clean.

## **9. THE FIRST NIGHT AND SOME HOUSE RULES**

Linens and towels and basic toiletries are provided in the home. You will not need to buy toilet paper, paper towels, dishwasher and clothes soap. We provide an adequate amount for a 2-3 day stay. All homes are non-smoking. A \$350.00 fee will be charged to your credit card if our cleaners detect smoking in the home. Do not flush anything down the commode other than toilet paper and human

waste. This includes the following: paper towels, baby wipes, cotton balls, cotton tip swabs, hygiene products, and plastic wrappers. There will be a charge to your credit card to unblock a toilet.

Running the air conditioner while the doors or windows are open will cause the outside air conditioner unit to work overtime and possibly freeze. This will cause the air conditioner to quit working. If this happens, the guest will be charged for the repair. The lead guest on the reservation must be over 23 years old and must be staying in the home for the entire stay. If the lead guest is not staying in the home, this makes the reservation void and the group must leave the home without a refund for the rental. Underage drinking is not allowed and will not be tolerated. If this occurs, we will notify the local authorities and guests will be subject to all local county and/or state laws pertaining to this violation. If underage drinking is discovered in the home, the group will be asked to vacate the property and no refund will be given for the rental. Noise disturbance should be avoided and guests need to be respectful of their neighbors. Do not disturb other guests while they are on vacation.

## **10. PESTS**

Our homes are sprayed monthly; however, if food is left out on the counter or if clothes are kept on the floor it will attract them. If you do experience problems with this, please contact the management company immediately.

## **11. FORCE MAJEURE**

No liability can be accepted, or refunds given for events, which are 'force majeure'. These include, but are not limited to war, threat of war, riots, civil commotion, terrorist activities, industrial disputes, technical difficulties with transportation, natural or nuclear disaster, fire, adverse weather conditions or other events outside our control.

## **12. LIABILITY**

Property Management Company accepts no liability whatsoever for any injury or loss sustained by guests or any other visitors while in the home or spa, or for any loss or damage caused to any property brought to the premises. No responsibility is accepted for any death, illness, loss or damage to property and/or motor vehicles.

## **13. COMPLAINTS**

Should you need anything during your stay, please contact the management company at the number provided to you on your confirmation form. The management company's office hours are 8am -5 pm Monday through Friday. If you cannot reach them by phone or after hours, text 571.383.9465 and someone will return your call.

## **14. PETS AND SMOKING**

All homes are non-smoking. Pet restrictions are on a case by case basis. If you are bringing a pet you must inform the host of the property. Some properties will require a pet deposit at the time of reservation. Anyone who smokes in a house will be made to leave the home immediately. No refunds will be given and a \$350 cleaning fee will be charged to the card on file.

## **15. ZERO TOLERANCE POLICY**

Guest will be immediately asked to vacate the property if the following rules are broken:

- A. We have a non-smoking policy, smoking allowed in designated areas on a case by case basis.
- B. Careless action and known damage that has occurred during the stay. Please note the individual owner of the property can pursue legal action for damages that occur in the home that is larger than the deposit taken.
- C. Underage Drinking or use of illegal substances
- D. Noise Disturbances that are affects guests in other homes around the house you are staying in
- E. The lead guest on the reservation must be staying in the home for the entire stay.

## **16. RATES**

Rates are subject to change without notice. Property Management Company, at its discretion, may raise or lower the rates of any given property at any time without notice. Once you make a reservation, you are locked in at the rate agreed upon. If our rates decrease, then we will not refund the difference of the agreed upon rate and the new rate. If you have a confirmed reservation and our rates increase, then we will honor the agreed upon rate when you made the reservation.

## **17. NEIGHBORHOOD FACILITIES**

Some of our properties have facilities that are controlled by the neighborhood homeowner's association. From time to time there may be maintenance or repairs that are needed. This could cause the closure of these facilities for short periods. Some examples are but not limited to: Community swimming pools, clubhouse, pool heaters, and community Jacuzzi's. If there is a closure of these facilities during your stay, the Property Management Company will not be held liable or be responsible for customer refunds.

## **18. PARKING**

Guests must park in designated parking spots or in the driveway. Roadside parking is prohibited at some residences, check signs and request additional information if you have concerns. Any fees incurred from tickets or towing expenses are the sole responsibility of the guest.

## **19. TERMS AND CONDITIONS**

Submitting the online reservation form signifies that you are agreeing with these terms and conditions.