

Florida Gold Property Management Terms and Conditions

Check-in: 4:00 pm EST Check-out: 10:00 am EST

Please note that during peak seasons, check-in time may be delayed up to an hour. We appreciate your cooperation.

UPON CHECK-IN:

Please inspect the vacation rental and phone in any damages or concerns that you may find. Please call 407-809 - 5661 or 1-888-516-0888.

You can also email: admin@floridagold.com with any concerns you may have. If you are calling after office hours, please leave a message and we will return your call on the next business day.

Our afterhours EMERGENCY ONLY telephone number is 407-508-0593

TRAVEL INSURANCE:

Travel Insurance is available at 6.5% of your total and offered through CSA Travel Protection. Travel Insurance must be purchased prior to your 30 day final payment. Florida Gold Property Management recommends guests purchase trip insurance if concerned about possible interruption or cancellation of trip. Trip Insurance payment is taken at the time the reservation is processed. For travel insurance coverage information, please contact CSA Travel Protection at 1-866-999-4018 or when calling from abroad please call 1-240-330-1529, reference plan code 320CSA. Your premium will be charged to the credit card on file within 24 hours of the reservation.

NON-SMOKING:

All Florida Gold Vacation Homes are non-smoking. Smoking is permitted outside of the home on the pool deck. We ask smokers to be careful and mindful of their surroundings. A \$500 fee will be charged when it is discovered guest smoked inside of home.

PET-FRIENDLY HOMES:

Florida Gold does offer some pet-friendly homes. These must be specifically requested at the time of reservation by adding the non-refundable pet fee to your reservation. If pets are discovered to have been in a vacation rental during a stay, the pet fee will be charged to the credit card on file. This fee is used for additional cleaning upon departure.

DAMAGE WAIVER:

All reservations are subject to a \$59.00 Damage Waiver fee. This damage waiver covers up to \$500 for accidental or inadvertent damages in the vacation rental home. Please be advised that intentional damage or gross negligence will result in additional costs. This \$59.00 fee is charged within your reservation and is subject to state and local tax.

The Florida Gold rental home will be inspected after departure and any damages or additional cleaning required will be reported to us within 72 hours. We will then contact you to inform you of any additional charges that may arise as a result of the inspection of the vacation home. The credit card on file will be charged for any additional charges that are due.

EARLY CHECK-IN or LATE CHECK-OUT:

Check-in time is no earlier than 4pm on your day of arrival. Should you request an earlier check-in time, it can be requested either during the booking process by adding the option of the Early Check-In Fee, or at the time of booking over the phone, and if the vacation home is available, early check-in can be confirmed for a fee of \$50.00 plus tax. Early check in is 2pm on arrival day unless other arrangements have been approved.

Please note that you are required to vacate the vacation home no later than 10am. If you are still in the vacation home when the cleaners arrive shortly after 10am, you will be charged a late checkout fee, which is equivalent to an additional night's rent. You will still be required to vacate the vacation home immediately, so it can be prepared for the next guest. Late check-out can be requested either during the booking process by adding the option of the Late Check-Out Fee, or at the time of check-in, and if the vacation home is available, late check-out can be confirmed for a fee of \$50.00 plus tax. Late check out is 12 noon on departure day unless prior arrangements have been made.

EARLY DEPARTURE:

Once you have checked in, should you need to leave the vacation rental home prior to your originally scheduled check out date and time, there will be no refund.

KEYS:

If renting a home with a lockbox (not an electronic keyless entry lock): Upon your arrival to the vacation rental, there will be a key to the home in the lockbox, which is located on or near the front door. There is a lockbox code on your arrival directions. Enter this code into the lockbox to retrieve the key that will unlock the front door. Please leave the key in the lockbox at all times. In the unlikely event that you lock yourself out, there will be a \$60.00 service fee during normal business hours. If you lock yourself out after normal business hours, there will be a \$100 service fee. The charge for a lost key is \$75.00.

CLEANING/LINENS/TOWELS/WASHER/DRYER:

Each vacation rental is professionally cleaned prior to your arrival and after your departure. If you would like additional cleaning during your stay, this can be arranged for an additional fee. Bath towels and bed linens are provided in the home. There is a washer and dryer in each vacation rental available for use during your stay.

Bath towels are provided at a ratio of 2 per advertised occupancy. Guests are advised to wash towels if they need them for additional use. Extra towels will not be provided.

SECURITY ALARM:

If your vacation rental is equipped with a security system, it may be armed prior to your arrival and you will be given the code to disarm it in your check in details. Please use the security system each time you leave the home. If the alarm is accidentally triggered and the police are dispatched, you will be charged the maximum fine for false alarms imposed by the police department per County.

OPTIONAL EXTRAS:

During the reservation process you can add one or more optional extras by clicking to add them to your booking. All optional extras are subject to local taxes.

POOL HEAT:

If you have ordered pool heat, please understand that should the outside temperature drop below 55 degrees the pool heater may shut off as it cannot heat the pool at that temperature or below. There are no refunds for pool heat. Refunds will only be provided if the pool heater is physically broken and verified by a Florida Gold Property Management appointed pool tech.

AIR CONDITIONERS/POOL HEATERS AND APPLIANCES:

Please remember that you are staying in a privately-owned vacation home and unfortunately appliances can fail. Florida Gold Property Management will quickly work to repair any and all items as quickly as possible. In the event of an AC, appliance or pool heater failure, we cannot refund any rental payments or move you to an alternative property unless the property is unlivable.

Central AC systems do not operate well when doors or windows are left open. Please keep all doors and windows closed when operating AC. If doors and windows are left open AC unit is prone to ice build up and will eventually shut down and will take many hours to defrost and run again. No refunds will be issued for AC failure due to doors or windows being left open.

BALANCE PAYMENTS:

Full payments are due 30 days prior to arrival date. No refunds for cancellations within 30 days. Once the booking is confirmed, the initial deposit of \$250 is non-refundable.

LIABILITY:

This vacation rental is privately owned and the management company and/or owner reserve the right to refuse services to anyone breaking the stated Terms and Conditions. The homeowner and/or Florida Gold Property Management will not be held liable for any accidents or injury to guests while staying in the vacation rental. Nor will the homeowner and/or Florida Gold Property Management be held liable for the loss of money, jewelry, valuables or other possessions of any kind. Florida Gold Property Management or the owner shall not be liable in respect of loss or changes caused by forced majeure e.g. Strikes, Fire, Flood, Closure of Airports, Weather Conditions, War, Riots, Terrorist Activity or any other event beyond our control.

MAXIMUM GUESTS PER HOME:

The number of guests allowed in a vacation rental home is determined by the Florida Fire Code and must be adhered to or you will be asked to vacate the vacation rental.

USE:

It is agreed that the Premises shall be used only for residential purposes.

No parties allowed.

No subletting of home allowed.

No animals unless approved at the time of reservation.

Tenant 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.

Tenant 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.

Smoking is not permitted in any residence. A \$500 fee may be charged if smoking in the property is detected.

By placing payment or deposit on property you are stating that you have read and agree to the terms & conditions as well as the cost of the vacation rental, including any extras as chosen within the reservation or booked after the initial reservation confirmation, and/or any additional charges that arise as a result of damage or gross negligence as stated above. You also agree to pay any and all outstanding charges on your reservation. Payments will be charged in US Dollars.

There may be follow-up communication from Florida Gold Property Management.