

# Emerald Coast Property Services of PCB

## Rental Policies

Please take a moment to read the following important information.

## Check-in and Checkout Times

Check-in time is after 3:00 p.m. Due to our high standards for cleanliness, all units may not be ready for check-in promptly at 4:00 pm. Guests are encouraged to have alternate plans available between 3:00 and 6:00pm in case the unit is not yet ready.

Checkout time is before 10:00 a.m. Departures after 10:00 a.m. will be subject to additional charges up to and including the full daily rent rate.

## Rates

Rates are subject to change without notice.. Higher rates apply to houses and holiday periods such as Easter, July 4, Thanksgiving and Christmas. There are no monthly rates .

## Age Requirement

The individual making the reservation must be 25 years of age or older and must occupy the rental property the entire term of the reservation. Singles under 25 years of age are prohibited unless accompanied by parent or legal guardian. Restrictions may apply regarding the number of people that may accompany a parent or legal guardian. Additional restrictions may apply during the spring break vacation period. Chaperoned groups are prohibited unless prior approval is given by owner / owner agent.

## Reservation Fee

All reservations include a reservations fee. The reservations fee is non-refundable. The reservations fee applies to each separate "stay," even if multiple stays are booked simultaneously. The reservations fee is automatically added to a reservation and will appear as a separate line item. .

## Clean Fee

All rental units require a one-time departure clean fee to be paid by the guest. The clean fee will cover all normal cleaning required after your departure.

## Pet Policy

We know you love your pets, but pets are not permitted only exception is for service animals. You must inform us at booking of any service animals.

## Methods of Payment

We accept Visa, MasterCard, American Express and Discover credit cards. Other acceptable methods of payment include personal check, cashier's check, certified check and money order and paypal . Make checks payable to Emerald Coast Property Services of PCB. Please remember to include your reservation dates on your payment. All payments must be paid in U.S. dollars. There is a \$25 handling fee for all returned checks.

## Final Payment

Certain units and most homes require final payment to be received no later than 60-120 days prior to arrival. .In the event of cancellation for the units requiring final payment 60-120 days prior to arrival, final payment is non-refundable unless the stay is re-booked (see "Cancellation" below) .

## Cancellation

Cancellation will result in a loss equal to the advance payment made (15% of the total due).

Cancellations on day of arrival or early departures after checkin will result in a 100% loss of amount of the rent.. The loss can be avoided if: 1) Management can re-rent the unit for the full term of the original rental period, in which case the guest will be charged a 10% rebooking fee in addition to the reservations fee.

If guest has to shorten their stay or change their unit within 14 days of arrival, normal cancellation penalties may apply.

Refunds issued will be issued no more than 30 days after departure date of original stay. Refunds are payable to the renter within 30 days after the subsequent re-rent payment has cleared our account.

## Maximum Occupancy

The maximum number of guests per rental unit is limited at most properties to four (4) persons in a one bedroom, six (6) persons in a two bedroom and eight (8) persons in a three bedroom. Other restrictions may apply.

## Properties Require a Multiple-Night Minimum Stay

Many rental units during busier seasons require a 3 night minimum stay. During Holiday periods and times of limited availability, a longer night minimum may be required. Many vacation homes require a 7 night minimum stay. We reserve the right to change unit assignments.

## No Daily Maid Service

While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. We suggest you bring beach towels. We do not permit towels or linens to be taken from the units except to launder.

Any reservation obtained under false pretense will be subject to forfeiture of advance payment; deposit and/or rental money and the party will not be permitted to check in.

## Parking Restrictions

Many rental properties prohibit the on-site parking of recreational vehicles, personal watercraft (boats, trailers, jet skis, etc.) and/or restrict the number of motorized vehicles per rental unit. Ask your

reservation agent to inform you of your chosen property's parking regulations prior to making your reservation.