

1. Prepayment: 50% of the contract amount is due immediately and the remaining balance of the contract is due 30 days prior to your scheduled arrival. We accept checks for US funds, money orders or credit cards (Visa, MasterCard, American Express, and Discover).
2. Non-Refundable Damage Waiver: There is a mandatory \$99.00 damage waiver that covers up to \$1,500.00 worth of damages. Any damages that cost more than \$1,500.00, the client will be held responsible for and billed for. *Note the \$99.00 damage waiver is non-refundable.
3. Cancellation Policy: If you cancel 90 days or more before your arrival date, you will be refunded the money you paid minus a 10% processing and marketing fee. There will be no refunds for cancellations within 90 days of your arrival date, including early check outs, no-shows, or stays shortened or prevented due to inclement weather. Travel insurance can be purchased and is highly recommended. Please contact your preferred insurer.
4. Booking Fee: There is a mandatory booking fee of 3%.
5. Cleaning Fee: Accommodations will be cleaned prior to check-in. Bed and bath linens and a starter supply of amenities are provided. Additional cleaning service is available upon request for an addition charge. After check-out if it is determined that the client has left the home in a condition which requires cleaning beyond what is normal and customary the client will be required to pay the additional associated expenses.
6. Additional Beds: Additional beds must be requested and noted on the "Client Information" sheet. Additional fees may apply.
7. Trash Haul Fee: If upon your departure an excessive amount of trash is left on the premise you will be charged \$75 per trash haul away required.
8. Arrival/Departure: Check-in time: 4:00PM. Check-out time: 11:00AM. Exceptions to this (based on occupancy) are rarely possible. Arrangements can sometimes be made to store luggage for clients. Early check-in is sometimes possible if requested in advanced however early check is not guaranteed even if requested in advanced.
9. Occupancy: Only those individuals who are listed on the Client Information Form may occupy the property. Authorization for additional guests must be requested in advance and will not be authorized if it causes the homes' maximum capacity for individuals to be exceeded.
10. Pets: Pets are not permitted under any circumstances.
11. Smoking: Smoking is strictly prohibited inside the home. Smoking is only allowed outside on the patios and yards.
12. Propane Tanks: One full propane tank is provided for the BBQ. In the event the tank is used up by guests, there are nearby locations for tank exchange.
13. Quiet Hours: Between the hours of 9 p.m. and 8 a.m. Quiet Hours exist and are strictly enforced. Clients must be respectful of their neighbors and not disturb the peaceful enjoyment of their homes. Any guest violating this provision of the terms and conditions will be asked to leave immediately.
14. Parking: No more than 4 vehicles are allowed to be parked on the premises at any time. All vehicles must be parked in the home's garage whenever possible. On-street parking is monitored by the Homeowners Association and is strictly prohibited. Authorization to park more than 2

vehicles on the premises must be obtained in advance. No vehicle longer than 14' is allowed on the premises under any circumstances. RV's, boats, trailers, or passenger vans which hold more than 8 people are strictly prohibited.

15. Toilet Blockages: All toilets are checked to ensure proper functioning prior to check-in. Blockages can occur if too much toilet tissue tampons or sanitary napkins are put into the toilets. If a service call is required to clear a toilet blockage, guests will be charged a \$75.00 service call fee. There may be an additional service call surcharge for holidays.

16. Telephone: Telephones are available for local calls only. Long distance calls must be charged to your personal phone card, credit card, or by use of cell phones.

17. Pool Heating Cover: Pools with pool covers must be utilized during your stay and if not, extra fees may be charged. When the pool is not in use please remember to place the pool cover back on, this will keep the temperature of the pool stable. If the pool cover is not utilized, then there will be additional pool heating cost and fees. (Please remember to always use the pool cover to avoid additional fees).

18. Pool Heating: The temperature of the water is never guaranteed. All homes with heated pools are equipped with the highest quality swimming pool heat pumps on the market today. Homes with private pools will typically be heated to 79 degrees. Heating to a higher temperature is possible but must be prearranged at least 3 days prior to the client's arrival. The cost for heating the home's pool above 79 degrees is \$6 per day for each degree above 79 degrees desired. During periods of time when the ambient air temperature is below 44 degrees the heat pumps will automatically shut down. Heat Pumps do not work when the air temperature is below 44 degrees. The client understands and accepts that it is impossible to predict what the temperature will be during their stay and therefore it is impossible to know for certain that the pool will be heated during any period of time during the client's stay. The client has been advised of the limitations of the swimming pool heaters. By signing these terms and conditions the client has accepted the possibility that the swimming pool may not be heated during the time of the client's stay.

19. Home Security: It is the responsibility of every guest to securely lock the premises when they are not at the home. This includes all of the home's doors (including garage door) and windows and also applies to the check-out date.

20. Client Agrees: To be responsible for any damage to the premises, excluding normal wear and tear. An additional cleaning charge may be incurred if upon departure the property is found to require more than the normal departure cleaning. Client understands that each home is privately owned and managed. Owner or Agent will not be responsible for any damages to your personal property or liable for any accident injury that may occur to you or any persons during your occupancy. Client understands that only persons listed on the Client Information sheet are permitted to be on the premises during your occupancy. Owner or Agent may enter the premises at a reasonable time for the purpose of making repairs or for routine maintenance. Owner or Agent is not responsible for articles of personal property left on premises. We make every attempt to assure that the property is in good working order when you arrive. If you have any maintenance problems, they will be handled in a timely and professional manner. Should the property become unavailable for circumstances beyond the reasonable control of the Agent, the Agent may substitute the best available, comparable accommodations for the same time period.

