

# RENTAL GUIDELINES



**The guest, including all members of the guest's party understands & agrees:** Upon confirming a reservation, a contractual agreement is made between Resort Vacation Properties of St. George Island & the guest including all members of the guest's party. The guest & the rest of the party agree to abide by the following Rental Guidelines:

**Maximum Occupancy:** At all times, both inside & outside the home, the maximum occupancy is the number of persons allowed on the premises, including infants. We cater to family groups & cannot accept reservations for vacationing students or house parties. We do not rent to students even if one or more parents or legally responsible adults accompany them, or to groups under the age of 25. This policy is strictly enforced. Special events such as weddings, reunions & church retreats are only allowed in select homes & require a separate contract. Special pricing & security deposits may be required. Please contact our event planner at [specialevent@resortvacationproperties.com](mailto:specialevent@resortvacationproperties.com) to make arrangements.

**Pets:** Guests may bring up to 2 pets to our pet-friendly homes unless otherwise noted in an individual property description. Guests must obtain special permission & a fee of \$100 will be charged for each pet that exceeds the amount allowed as outlined above or as specified in an individual property description. Pets in non-pet-friendly homes are strictly prohibited & will result in immediate eviction with no refund of rent. Exotic animals are not allowed. A county ordinance is in effect & guests are responsible for adhering to these regulations. Please visit our website to read Chapter 4, Article II of the Franklin County Ordinance. Pets are not allowed in pools, the pool area or hot tubs.

**Pools & Hot Tubs:** Private pools & hot tubs are cleaned twice a week. It is the guest's responsibility for the appropriate use of these amenities. A fee of \$45 is required for additional cleanings due to negligence or abuse. Some pools offer heat, (as listed in individual property descriptions), & this amenity must be requested at least 1 week in advance. There will be a fee of \$10 charged for requests made after that time. The charge for pool heat is \$350 per week or \$200 for 2 nights plus \$30 per night thereafter. Pools will not be heated when the outside temperatures in a 24-hour period average below 60 degrees or if the average water temperature of the pool is above 82 degrees. Pool heat is not guaranteed. Hot tubs are not recommended for children, pregnant women or anyone with a sensitive skin condition. Hot tub covers break easily, please do not walk or sit upon them.

**Elevators:** Please refer to individual property descriptions for availability & possible restrictions of elevators in our rental homes. If "Elevator for a fee" is noted in the property description, prior arrangements must be made & a \$100 fee must be paid in advance. Elevators are not to be used by children or pets unless accompanied by an adult.

**Refunds, Bad Weather, Equipment Malfunction:** Refunds are not made for inclement weather, (for mandatory hurricane evacuations, please refer to the travel insurance information), lack of public utilities, the unavailability of private community amenities or equipment malfunctions. Should any equipment malfunction, we will make every effort to have it repaired as soon as possible. One of the challenges of living on a barrier island is that parts have to be ordered & repair companies have to travel a longer distance, so what is routine at home is an adventure here.

**Travel Insurance:** Travel insurance is included in all reservations that are booked & paid for 24 hours prior to guest's arrival date. Reservations not paid for at least 24 hours prior to the arrival date will not include travel insurance. A brochure explaining the benefits, exclusions & limitations is available for download on our website. Submitting a claim is the responsibility of the guest & is to be filed directly with the insurance company. Any refund issued by Travel Guard will be less the policy premium. For questions about the insurance provided, please contact Travel Guard at 877-249-5376 & refer to Product No. 008573-P3 8/09.

**Cancellations/Changes to Reservations:** Once the reservation deposit has been received, there will be no refunds given unless:

1. The reason for the cancellation is covered by travel insurance, (please see the travel insurance information);
2. We can re-rent the property for the same dates & rental rate. A 10% cancellation fee of the total rental amount will apply & be deducted from the advance rental payment. If it is not possible to re-rent the home for the same dates & rental rate, the 10% cancellation fee & any difference in the re-booking rate will apply. If the property remains vacant for those dates, the entire deposit will be forfeited or the reservation may be reinstated;
3. Guests are welcome to change their vacation dates if the new dates are for the same property/calendar year & the rates are of equal or greater value. In these circumstances, we must be contacted at least 30 days prior to arrival;
4. After arrival, there should be no expectation of refunds or relocation because of dissatisfaction with the home rented. Unlike a hotel, we cannot relocate guests without specific authorization.

**Damages:** Guests assume full financial responsibility for damages due to misuse or negligence & missing items. Prior to check-out, guests who report damages that occurred during their stay will receive a \$50 credit towards any repair costs or replacements. As a courtesy & so that we can continue to maintain each home in excellent condition, if during your stay you find other items requiring repair, we request that this information be reported to our Check-In Center as soon as possible.

**Smoking:** Smoking is strictly prohibited inside all rental homes, unless otherwise stated in an individual property description. Additional charges will be incurred for carpet cleaning and deodorizing inside or the necessity of the proper disposal of litter found outdoors. There are no exceptions to this policy.

**Homeowner Associations:** Rules & regulations may apply for homes within St. George Plantation, 300 Ocean Mile, Villas of St. George & Sunset Beach. These rules address items such as use of community amenities, the types of vehicles allowed, parking, bonfires, fireworks, etc. & are subject to change by the communities. Guests are responsible for reading & understanding applicable community rules & regulations. Community rules are available for download on our website or a copy may be requested from our office.

**Construction:** Unfortunately, we cannot predict the location of construction activities near our rental homes & guests may not be able to be notified prior to arrival that the rental home is near a construction site. We cannot make refunds or adjustments because of construction activity.

**Rental Homes for Sale:** Rental homes may be on the market for sale. Owners reserve the right to allow showings by themselves or by agents to qualified buyers by appointment only. Guests may not be able to be notified prior to arrival that the home is for sale, however, guests will be notified of showings at least one hour in advance. We cannot make refunds or adjustments due to sales activity.

**Substitutions:** In the event a reserved accommodation becomes unavailable for rental use, we reserve the right to substitute a comparable accommodation, if available, or grant a full refund of all payments made, without further liability.

**Errors:** Every effort is made to ensure that the property information listed online & in all print media is accurate & complete. Properties, rates, descriptions, furnishings, equipment or bed arrangements are subject to daily updates & changes. Information represented online & in all print media is not guaranteed. To ensure accuracy, please contact our office.

**Disclosure:** Resort Vacation Properties of St. George Island has a contractual relationship with the property owners represented in all online & print media & this contract employs us to act as the owners' agent. We reserve the right to refund deposits, refuse to rent or discontinue occupancy. Any reservation obtained under false pretenses is subject to forfeiture. Authorized employees may enter the premises for any purpose to manage the property. Resort Vacation Properties is not responsible for accidents, injury to guests or loss of money or valuables of any kind. Interest on any rent payment, if any, will accrue to Resort Vacation Properties of St. George Island, Inc.