

## Terms & Conditions

**Processing Charge.** All reservations are subject to a \$25 (plus tax) processing charge covering administrative costs. This fee is non-refundable.

**Cancellations and Refunds:** The renter may cancel the rental contract at any time, as long as the cancellation is sent to us in writing. The following deadlines and costs apply to cancellations by the renter:

Cancellations within (3) days of date of booking:	\$25 (plus tax) admin fee is forfeited
Cancellations of (46) or more days prior to arrival:	20% of rental amount is forfeited
Cancellations of (45) or less days prior to arrival:	100% of rental amount is forfeited

No refunds for vacations interrupted for hurricanes, including mandatory/voluntary evacuations. (We encourage you to purchase travel insurance to protect your vacation investment.)

**Keys/Late Arrivals.** You will be given a code to gain access to the home upon final payment confirmation. If you expect to arrive after business hours, please let us know.

**Maximum Occupancy.** The home can be occupied by no more than the maximum number of persons indicated on this confirmation. Occupancy is defined as any overnight stay. In the event occupancy is exceeded, guest agrees to let the owner, owner's agent or MHB Property Management (MHB) remove them from the home and retain all monies whether earned or unearned.

**Security Deposit.** A \$500 refundable security deposit shall be paid along with your deposit. Security Deposit returns will be processed up to 2 weeks after your departure. All damages of any kind (accidental, inadvertent, intentional or gross negligence) will be charged against security deposit.

**Electricity Charges.** The charge for electric is \$.13/kwh with a \$25/week allowance. Any usage above the allowance will be charged against security deposit.

**Check-in/Check-out Procedure.** You may let yourself in the home. Inside will be a welcome letter, a binder with information about the home (TV, Printer, Wireless, Location of Items, Etc.), check-in/out information, initial electric meter reading, etc. Please familiarize yourself with the documents upon arrival. If you need clarification about anything, please contact us or MHB. You may also contact MHB during normal business hours or for emergencies. You can reach MHB at the phone numbers provided on the welcome letter.

Please contact MHB during your stay to set up an appointment for a check-out, at which time an MHB associate will meet you at the house to check the condition of the home, as well as perform the final electric meter reading. The meter will be read without your presence if you are not available.

**Property Condition/Protocol.** At arrival, you will find a check-in/check-out protocol in the kitchen listing the current condition of the home, which you will need to sign. Therefore, when you arrive, please check the home for cleanliness and damage. Notify us promptly of any problems or damage. You agree to leave the home in arrival condition (no physical damage, yard neat and tidy, dishes washed, spills wiped up, trash in trashcan, etc.). At arrival, please check the BBQ grill for cleanliness. Please contact MHB immediately if the BBQ grill is not clean. There is a \$30 cleaning fee for BBQ grills which are found to be dirty at check-out.

**Student Groups are not permitted.** Students or persons under 25 who are unaccompanied by a parent will not be permitted to register. Any reservation obtained under false pretense will be subject to forfeiture of all monies prepaid and the party will not be permitted to occupy the home.

**Maintenance During Your Stay.** In the event of equipment malfunction within the home, we will expedite repairs as quickly as possible. From time to time, it may be necessary to close swimming pools and other amenities for maintenance purposes. Any maintenance items should be reported to MHB as soon as possible. No rent adjustments can be made for circumstances beyond our control or for malfunction or loss of use of equipment or amenities. There is a lawn service mowing every 1-2 weeks depending on season. Pool maintenance occurs weekly.

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**Pest Control.** The home is treated for pests by contracted pest control companies. We are not responsible for refunds due to the presence of pests or in the event of untimely service by pest control companies.

**Smoking.** Due to potential allergic reactions of future guests, there is to be no smoking in the home. Violators of no-smoking rules will be assessed additional cleaning charges to return the home to a non-allergic status. Ashes found inside the home will be considered as a violation of the no-smoking policy.

**Pets.** Small dogs are allowed in the home. A \$50 fee will apply per dog. Please keep your dog on a leash when outdoors and pick up waste and dispose of properly. Any damage to the home by the dog will be deducted from the security deposit. An additional security deposit of \$500 will apply for multiple dogs.

**Entry Of Premises.** Any authorized employee of MHB or repair person may enter the premises during customary business hours for any purpose related to repair, improvement, care or management of the premises.

**Pool.** Please leave the screen doors on the pool cage unlocked for servicing of the pool.

**NSF Checks.** For any checks returned to us due to insufficient funds, there will be a charge for the applicable bank fees, plus a \$20 handling fee.

**Miscellaneous Charges.** A charge of \$15 for each key and a charge of \$65 for the garage door opener will be withheld from your deposit if not returned upon your departure. A charge of \$20 will be assessed for key delivery in the event of a lock out.

**Rental Law.** Along with MHB, we operate under the 509 Law for all short-term rentals. All rates are considered earned at the confirmed arrival date and refunds or adjustments cannot be made for late arrivals or early departures.

**Late Checkout.** There will be a charge of one extra day for anyone checking out after 11:00am unless later checkout times have been approved.

**Lost Items.** We are not responsible at any time for any items left in the home. If they are found by inspections and/or cleaners, returns will be held at MHB Office for 14 days or returned at cost plus a handling fee, not to exceed \$40.

**Hurricane Policy.** If you are traveling between June and November, please note that this is hurricane season. We encourage you to purchase trip insurance to protect your vacation investment since there will be no refunds for vacations interrupted by hurricanes, including mandatory/voluntary evacuations.

**Limitation of Liability.** We do not accept liability for equipment failure and or services in the Property. In the event of failure of equipment, the Guest must notify MHB within 1 working day so that they can elect to remedy the failure. We accept no liability for personal loss or injury to the Guest during the Rental Period. The Guest must ensure that they have adequate insurance coverage. We do not accept any liability for the acts or omissions of any agent. These include but are not limited to airlines, car hire companies, travel agents, ticket agents, homeowners, or utility providers. We do not accept liability for acts of violence, nature, fire, flood, war, civil disobedience, riot, or other force majeure that may have a harmful effect on the Guest.

MHB Office Hours: 9:00am-5:00pm Monday – Friday

MHB 24-hour emergency number is 239-281-1059. You can leave a message and someone will call back.

Check-In: 4:00pm      Check-Out: 11:00am

The information provided, though deemed accurate, is not guaranteed, and is subject to errors, omissions and changes in price or other data without notice.

**I hereby agree to all terms and rules stated in the reservation and in the “Terms and Conditions”.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date