

IMPORTANT INFORMATION FOR GUESTS

Occupancy Guidelines It is the policy of Connor Jacobsen Realty, Inc. to rent (1) to family groups only, or (2) to non-family groups wherein at least two guests signing the lodging agreement are 25 years of age or older and will supervise and be responsible for members of the group that are under 25 years of age. A family group is defined as parents, grandparents, children and extended family members vacationing in one property. A non-family group is defined as unrelated adults, high school students, college students or any other type situation not meeting the age requirements stipulated herein. Should Connor Jacobsen Realty, Inc. personnel ascertain a non-family group is occupying a property in violation of the age requirement, the group is subject to immediate termination of the lodging agreement with no refund. Connor Jacobsen Realty, Inc. reserves the right to refuse rental, cancel existing reservations, return money received and terminate occupancy without refund if the occupancy, in our opinion, is detrimental to the property and its owner who we represent.

Reservations and Deposits Typically, the required initial deposit payment must be received within 7 days of making your reservation. The initial deposit is 50% of the rental rate plus a municipal rental tax assessed on most properties, which ranges from 5% - 8%. Our receipt of this initial deposit will confirm your reservation and a Lodging Agreement will be mailed to you at that time. Reservations have a \$30.00 non-refundable processing fee. The balance on your reservation is due 30 days before arrival and may be paid by personal check, if we receive it by that due date. **If, by special arrangement, due to a late booking, payment is being made fewer than 30 days before arrival, or at check-in, the amount due must be in the form of a MONEY ORDER.**

Security Deposits for Property Damage If required, the Security Deposit is paid in the second half of your rental fee, and is included in the balance amount on your Lodging Agreement, due 30 days prior to check-in. It is processed and returned to you by 30 days after Check Out with deductions of any costs for repairs or extra cleaning if property is not found to be in order as stipulated in your Lodging Agreement. **(See Check Out notes on next page.)**

Items to Bring With You Linens, blankets, towels, paper products and soaps are not provided. Kitchens all have the basic dishes and glassware, cutlery, pots and pans. A local rental service is available to rent your linens as well as baby gear, wagons, TVs, DVD players, etc. It's very easy! Call us for the websites and phone numbers to inquire about ordering guidelines and delivery.

Check In Check In hours are 2pm to 5pm. Plan your arrival after 2pm, please. We are unable to release keys prior to that time. Remember that cleaning crews sometimes need additional time to finish the properties they service. Typically properties are ready at 2pm, but cleaners have until 6pm if necessary. For arrivals after 5pm, or if checking in on Sunday, we will gladly make arrangements for you to receive your keys. However, it is the tenant's responsibility to make prior arrangements with Connor Jacobsen. Call us at 1-800-543-5550.

Lock-Out Charge There will be a \$40 charge for lockouts opened by Connor Jacobsen during the hours our office is closed. **Commercial locksmiths require a copy of your Lodging Agreement!**

Messages We do not have a delivery service for messages. We will accept messages for you that can be picked up at the office during regular office hours. We will certainly attempt to deliver an emergency message, or a message will be left at your rental. Please give us your cell phone numbers!

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Telephones Telephones, if provided, are as a courtesy for local calls only. Calling cards, credit cards, or cell phones are needed to make long distance calls. If long distance calls are charged during your stay, there will be a \$10.00 fee added to the toll charges.

Appliances and Connectivity Ice makers, Microwaves, TVs, VCRs, DVDs, Stereos, Telephones and Internet Access, when provided, are not guaranteed to be repaired or replaced if malfunctioning.

Pets No pets, of any kind, are permitted in any unit. Violators will be subject to immediate eviction. Boarding is available nearby. Please call us for information.

Grills A Fire Ordinance in Bethany prohibits grills in any multiple unit buildings or on decks, balconies, or screened porches. Any permitted grill use will be at the risk of the tenant.

Parking Parking permits are required for all non-metered parking during the summer season. Parking regulations are available in our office and on www.townofbethanybeach.com website. **The number of permits available for a rental property varies. At check-in, a \$30.00 CASH refundable deposit, FOR EACH permit, is required. The deposit is refunded only when permits are returned prior to check-out or at the time of check-out.**

Damages All damages to the leased property, which are caused by the Lessee, their family or guests, will be the responsibility of the Lessee. If the equipment in your unit is not in working order, please report the problem promptly to our office. Property inspections will be made. Until all keys are returned to our office and the property is vacated, the property is the Lessee's responsibility. Property may not be sublet or the lease assigned without contacting Connor Jacobsen Realty.

Check Out Time - READ THIS CAREFULLY! Check out time is 10am. Return all keys and parking permits to our office. Units will be inspected. Leave property and the furniture arranged as you found them. There will be a \$50.00 charge to return furnishings to original place. Guests will also pay an excessive housekeeping fee if the following has not been done: **A.) Remove all the food** from refrigerator **and all the trash** from property, placing it outside in proper receptacles. **B.) Clean grill** and safely dispose of charcoal and ashes. **C.) Clean dishes and utensils** and put them away, ready for use by next tenant. **D.) Make up the beds.** **E.) Make certain all windows and doors are closed and locked.** Connor Jacobsen is not responsible for returning lost or forgotten items. We will provide you with UPS info for easy pick-up and return. Check unit for all your personal items - in closets, drawers and under furniture.

Cancellation In the event of a tenant's cancellation of a confirmed reservation, there will be a 15% cancellation fee of the total amount of rental rate. If the unit is re-booked for the entire length of the lease, at the same or better rate, that 15% fee would be deducted from the amount the tenant paid as their deposit, plus the \$30 processing fee. If the unit is not re-booked, as stated above, tenant is responsible to homeowner for the full initial deposit amount. Call us for information re trip insurance.

Agency Relationship Connor Jacobsen Realty acts as a Dual Agent in renting the properties herein.

Connor Jacobsen is not responsible for printing errors. **Information in our brochure or on our website, including pricing, is subject to change after publication.** Please call us for specific information.