

## **Terms & Conditions**

Please review the terms and conditions relating to all reservations. This is a partial list and a complete list will be supplied at the time of booking or by request.

### **Renter must be 25 To Reserve and Check-in.**

#### **Fees**

A fee of \$35.00 will be charged for all returned checks. Although each property will be completely equipped for rental purposes, we cannot accept responsibility for aesthetic conflicts.

#### **Deposits & Payments**

##### **Reservations made more than 30 days in advance**

A 50% deposit will be charged on your credit card, or, if not valid the reservation will be automatically canceled. Final payment may be paid by check, money order, or credit card. If not received in our office at least 30 days prior to your check-in date, payment will automatically be charged to your credit card.

##### **Reservations made less than 30 days in advance**

The full rental fee will be charged on your credit card, or, if not valid the reservation will be automatically canceled.

A 24-hour courtesy hold is available without obligation. However, once you have provided your credit card information and are given a confirmation number, your reservation is guaranteed and subject to all cancellation fees.

#### **Security Deposit & Damage**

The TENANT agrees to pay the sum of \$ 45.00 in addition to the rent for Accidental Damage Insurance for damage in excess of normal wear and tear. Tenant is covered up to \$1500.00 of accidental damage. Depending on the size of the group and the circumstances of the rental, a Renter may be required to purchase a larger policy. Damage in excess of this amount is the responsibility of the Tenant. In the event of damage to the premises, its equipment, furniture, or carpeting, Renter shall be responsible for damage costs exceeding the Accidental Damage Insurance, including collection costs and attorney's fees. Documentation detailing damages and charges will be provided to the guest.

## **Cancellations & Refunds**

- Cancellations made at least 30 days prior to check in will be refunded, less a \$75.00 processing fee.
- Cancellations less than 30 days prior to check in will result in loss of entire rental fee.

All notice of cancellation must be in writing (no email).

Should the owner of any property elect to remove their property from our rental program, the guest shall not hold Top Notch Vacation Rentals liable. In such an instance, the guest will be relocated to comparable accommodations determined by the rental agency. If comparable accommodations are not available, the guest will receive a full refund.

Top Notch Vacation Rentals is not responsible for events beyond our control, e.g. inclement weather, maintenance issues. Optional *travel insurance* may be purchased at the time of making initial reservation payment. Travel insurance guarantees that in the event of a medical emergency or weather hindrances, you will receive a full refund. Please ask a reservation specialist for additional information on travel insurance.

## **Check-In / Checkout**

Upon receipt of your payment, your Reservation Confirmation will be mailed to you. Enclosed will be the office address with directions. Renter must sign for keys in person.

Check-In is between 3:00 PM and 5:00 pm.

Keys cannot be left for renters who do not arrive by close of business. Please call to make arrangements if you cannot arrive during these times. There are situations when we can allow an earlier check in. Please ask at the time of booking.

Checkout is 10:00 AM.

Renter and Renter's entire party must vacate the property and return the keys to the office not later than 10:00 am. Failure to check out on time could result in a \$50 late fee. For lost keys, \$25 will be charged. There are situations when we can allow an late check out. Please ask at the time of booking.

## **Home & Condo Equipment**

All homes and condos are privately owned and equipped for basic vacation needs. Bed linens are provided for all of our rental properties. Towels are provided for rental properties but must not be removed from the property. If you plan to go swimming, please bring your own beach towels. Kitchen utensils and a *starter* supply of soap, toilet paper, trash bags and tissues are made available for all rentals. You will need to bring or purchase additional supplies.

Telephones are provided in most units. Local calls are free. Use a calling card or dial collect to place long distance calls.

Maintenance problems in the home or condo will be handled in a timely and professional manner. The rental rate will not be adjusted due to any malfunction of equipment, which includes TV's, VCR's, DVD's, air condition units, hot water heaters, stoves, refrigerators, door locks, etc.

**Maximum Occupancy**

Each property has a specific maximum occupancy. Take note of the maximum number of guests allowed in the homes and condos before making your reservation. This policy is strictly enforced. Violating this policy will result in a fine of \$100.00 per day, per person.

**Gatherings**

Our properties are located in residential areas and are rented for personal vacation use only. Parties and other large gatherings are not allowed. Violating this policy will result in a fine of \$2500.00 and forfeiture of their rental fees and eviction.

**No Smoking**

All homes and condos are *Non-Smoking!* No exceptions - \$250 fine.

**Pet Policy**

Pets are only allowed in our Pet Friendly Rentals. Please make sure you have reserved a pet friendly rental before bringing your pet. - \$300 fine.

**Cleaning**

All units are thoroughly cleaned before each stay. Renter agrees to maintain the cleanliness of the premises during the occupancy and to leave the premises in good condition upon departure. Renter also agrees to remove all trash from the premises at the time of departure.

**Additional Provisions**

The agent may enter the premises at any time in the event of emergency, but will use its best efforts to give 24-hour notice for normal maintenance or sales inspections.

**Disclaimer**

The Renter agrees that Top Notch Vacation Rentals shall not be liable to Renter, Renter's guests, invitees or any other person for any injury, loss or damage to any person or property on or about the rental premises. Renter shall hold Top Notch Vacation Rentals harmless and indemnified from and against all loss or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Renter, his/her guests or invitees. The Renter acknowledges that Top Notch Vacation Rentals acting solely in the capacity of Agent for the property owner, assumes no liability hereunder.