

## Guest Rental Agreement & Policies 2010

Check-in Time: 3:00- PM • Check-out Time 11:00 AM

1. **RESERVATION PAYMENTS & ADVANCED RENT:** 50% advance rent is required to confirm a reservation after verbal confirmation. We will hold reservations for 7 days after verbal confirmation. If we have not received the 50% advanced rent by the 7th day, we will attempt to call or email at least once to collect the advanced rent. If we still have not heard from you after our attempts to contact you, we will assume that you do not want the reservation and will cancel it without further notice. After the first 50% advanced rent is collected to confirm the reservation, the balance of rent is due 30 days before the day of arrival. Gulf Emerald Coast Property Management & Realty rents to families & responsible adults only. You must be at least 21 years of age to make a reservation, unless an adult older than 21 who will also be residing at the premises, signs the rental agreement also. We reserve the right to terminate or reject any reservation if rental is booked under false pretenses, according to Florida Statutes Ch509.151.
2. **ONLINE RESERVATION:** We are happy to provide the service of booking reservations online through our website at [www.PensacolaAreaVacationRentals.com](http://www.PensacolaAreaVacationRentals.com) when a reservation is booked online; you are required to enter in a credit card for payment utilizing our PayPal services to complete the online reservation process. This is a completely safe and secure payment process.
3. All online reservations are considered tentative, until we receive it in the office and process the payment. If desired, we can process your payment over the telephone. Once we receive the online reservation in the office, we will automatically process 50% of the quoted rental rate for the period requested (which includes taxes & fees) as provided to you online to confirm the reservation.. Online Reservations and Online quoted prices do not include additional fees such as Pet Fees (if allowed) unless quoted to you . Once we receive online reservations in the office that require additional fees, we will manually add those fees to the reservation and the totals will be adjusted. We will then send you a confirmation letter by email, fax or mail with the new adjusted totals.
4. **FAMILY RENTALS & RESPONSIBLE ADULTS: LIMITED OCCUPANCY:** The total number of people allowed in the unit is restricted to the stated limit for each property without prior authorization from the owner of the rental property and G.E.C. Property Management. We are very serious about maintaining a "family oriented" atmosphere where families and responsible adults are welcome! We will enforce the rule of a quiet enjoyment for all. Any violators will be evicted according to F.S. 509.41. Special consideration for groups with chaperones may be considered with prior approval of the owner of the property and the owner/management of Gulf Emerald Coast Property Management. Additional damage deposit, rent, and special rental agreement may be required before entry into the unit. Reservations made under false pretenses will result in eviction from the premises, forfeiture of the total amount of rent collected and forfeiture of the security deposit if the maximum occupancy is exceeded or the property incurs damage due to misuse or neglect. **HOUSE PARTIES ARE PROHIBITED!** If G.E.C. Property Management discovers a party on any property without prior authorization, there is an after hour charge of \$50.00 per hour for G.E.C. personnel to visit the rental property after hours to break up any parties or respond to neighbor complaints. This after hour charge will be deducted from your security deposit, if applicable, or charged to an authorized credit card on file, as well as any damages due to misuse or neglect as a result of the unauthorized party. We do NOT allow weddings or events at any of our properties when the number of guests exceeds 10 people. IF your event fits this parameter, just let us know & we'll assist in locating a more suitable environment. If such an event is discovered after check-in, the penalty is an additional \$500 rental charge (+tax+ or eviction. By signing this document and initialing where indicated, you authorize Gulf Emerald Coast Property Management & Realty to charge the Credit Card on file for the additional charges as detailed above, as well as any extra clean up charges. **X \_\_\_\_\_ INITIAL HERE**

**CANCELLATION & REFUND POLICY:** e. We understand that it is sometimes necessary to change or cancel travel plans due to personal or medical emergencies, as well as named storms whereby an "Emergency Evacuation Order" is made both here in Pensacola, as well as your home area. For these reasons, we now offer Travel Guard Trip insurance, refunds for these emergencies will only be given if the Travel Guard Insurance has been purchased. Cancellations of a confirmed reservation are subject to forfeiture of all rental fees paid. Absolutely, no refunds will be given after partial use of a reserved rental unit or for early departure unless departure is due to an "Emergency Evacuation Order" and the Travel Guard Insurance has been purchased. Refunds must be received from Travel Guard and are subject to their policies and conditions.

If for any reason, the vacation rental unit is damaged, or must undergo construction, we will attempt to reassign you to a different unit, or we will refund the balance for the remainder of your stay.

The cost of the Travel Guard Insurance is 7% of the *total* room charge including all fee's. The cost of the insurance is included in all quotes given, should the insurance not be purchased, the insurance fee will be removed. Should the insurance be declined, you will be required to sign an insurance decline form.

For information on the Travel Guard Trip Insurance, please see the Travel Guard link on our website, or call: 1-877-249-5376.

PLEASE NOTE: If for some reason, the rental property you have reserved becomes unavailable (i.e. the house has sold, is taken out of the rental system, or is under maintenance or construction, Gulf Emerald Coast Property Management reserves the right to cancel or transfer a reservation at any time prior to taking occupancy. Should this occur, your reservation will be transferred to a comparable or better unit or we will refund all advanced rent without penalty. If a transfer should occur, G.E.C.P.M. reserves the right to determine what is considered a "comparable property"

**5. DAMAGE WAIVER INSURANCE:**

We will no longer accept a credit card hold or a personal check for the damage deposit. Effective 05/15/2010 we will require the purchase of the Travel Guard Damage Waiver Insurance. The cost of the insurance is \$45.00 and will automatically be added to your quote. The insurance will cover up to \$1,500.00 in accidental damages.

**All units are inventoried and inspected before and after occupancy.**

- a. No damage was done to the unit or to its contents (linens included) beyond normal wear & tear.
- b. All debris, garbage and discards were placed outside in proper containers, and no excessive garbage was left.
- c. Soiled dishes, glassware, silverware, and pot & Pans were cleaned and put away...
- d. Unit was left in a neat condition and furniture was not rearranged. No items were broken or missing from the unit; all windows /doors were closed and locked.
- e. All keys and/or passes were returned to the office (a minimum \$20 cash fee for each unreturned key and pass will be charged, an all guests and their vehicle have vacated the property by the normal check-out time.
- f. All charges accrued during your stay were paid prior to departure, as well as any, add'l charges that may apply afterwards.
- g. No undisclosed pets were discovered after check-in (a \$200 fee +tax will be charged per pet for all pets not disclosed or authorized.
- h. Owner lock up closet has not been broken into or disturbed.
- i. All movie DVD's and Music CD's have been returned to their proper binders. Missing DVD's & CD's shall be charged \$15.00 each.

**NOTE: IF EXPENSES ARE INCURRED TO REPAIR DAMAGE, REPLACE MISSING ITEMS, PAY FOR EXTRA CLEANING OR ANY OTHER VIOLATIONS OF THE RENTAL POLICY AS A RESULT OF YOUR STAY, BY SIGNING THIS AGREEMENT YOU AUTHORIZE**

**G.E.C.P.M. TO CHARGE THE AUTHORIZED CREDIT CARD ON FILE TO OFFSET EXPENSES AND ADMINISTRATIVE FEES. THE DAMAGE WAIVER INSURANCE CANNOT BE USED MISSING ITEMS, UNDISCLOSED PET FEE'S, INTENTIONAL OR WILLFUL DESTRUCTION OF PREMISES OR PERSONAL PROPERTY. NOR WILL IT COVER CHARGES FOR THE WILLFUL FORCED OPENING OF THE OWNER CLOSETS.**

**5. OWNER CLOSET/LOCK UPS:** Each property has a locked closet that has personal property of

The Owners and /or maids. These locked closets are not to be tampered with or entered into. If evidence is found of disturbance/tampering into these owner lock ups, the penalty is \$300.00 charged to an authorized credit card on file with your reservation or automatic forfeiture of your entire security deposit, if applicable.

6. **OTHER CHARGES & FEES:** A reservation fee of \$50 will be added to each reservation for administrative costs and processing of your reservation and is not refundable. Upon cancellation. A fee of \$35.00 will be charged for all returned checks. Rental guests have the responsibility to leave the unit free of excessive trash/waste and excessive cleaning upon their departure. If the rental property is left excessively dirty, additional charges will apply, and will be charged to an authorized credit card on file with your reservation or deducted from the sec. deposit, if applicable (See paragraph 4 above)
7. **VACATION PROPERTIES FOR SALE:** In some cases, some of our vacation properties are listed for sale, if your vacation rental needs to be shown to qualified buyers during your stay, you will be contacted to schedule a showing at a convenient time for you as much advance notice will be given as possible. Your cooperation is appreciated.
8. **FURNISHINGS:** All vacation units managed by Gulf Emerald Coast Property Management & Realty are individually owned & furnished to the taste of the OWNER. Please do not rearrange the furniture, take any items outside that unit that are part of the interior décor, move any furnishings or kitchen items to another unit. There is a minimum charge of \$ 25.00 to return items to its original arrangement. Each home is equipped with basic housekeeping items such as pots, pans dishes glasses and flatware. An initial supply of toilet tissue and paper towels is supplied, a minimum of 1 TV and 1 VCR/DVD player, and in some units an outdoor grill. Every effort is made to list extras included in each property; however, G.E.C.P.M is not responsible for changes made by owners or errors in printing.
9. **LATE ARRIVAL:** We will be happy to leave a packet of information for you in the unit, and the keys will be in the unit lock box or can be picked up at our office, provided that all guests have paid their rental balances in full and have submitted a signed Guest Rental Agreement for that rental period to us prior to arrival. Failure to return a signed Guest Rental Agreement prior to arrival may result in denied entry to the property. We ask that you please contact us the following morning if checking in late.
10. **PETS:** The Santa Rosa Island Authority does not allow pets on the beach; however, we do at times have some rentals which will allow pets. Please let us know if you will be bringing a pet; we do charge a \$50-\$100 + tax non refundable pet fee per for those units that do allow pets. Longer term rentals require higher pet fees are determined at the time of booking. If pets are discovered on any property without prior authorization or notification, the penalty is a \$200 charge per pet that will be charged to the credit card on file for the extra clean up and flea treatment X initial
11. **TENANT RESPONSIBILITIES:** We ask that each property be treated as if it were your own. Please leave the property as you found it, being sure to wash and put away all dishes, remove all of the bed linens & towels and place them in the designated place, take out the trash, close and lock all doors and windows, turn off the lights, and return the keys to the lock box or return them to our office. If you need to move furniture, lamps, plants or other furnishings, replace them where you found them. In their original position. **YOU AGREE TO TAKE RESPONSIBILITY;** we charge a minimum of \$25.00 to return items, furniture, etc... You also agree to take full responsibility and pay for any damage, breakage, stains that occur during occupancy. **TENANT AGREES TO LEAVE THE UNIT IN AS GOOD OR BETTER CONDITION AS WHEN FOUND UPON ARRIVAL AND AGREES TO VACATE THE PROPERTY (INCLUDING ALL DRIVEWAYS, BALCONIES, AND ANY AREA ASSOCIATED WITH THE PROPERTY) BY THE DESIGNATED CHECK-OUT TIME, OR BE SUBJECT TO ADDITIONAL FEES (SUCH FEES TO BE DETERMINED BY THE MANAGEMENT OFFICE.)**
12. **DIRECTIONS TO OFFICE FROM PENSACOLA:** From downtown, go north on 9<sup>th</sup> Ave. We are located at the corner of 9<sup>th</sup> & Fairfield. Our address is 3902 N. 9<sup>th</sup> Ave, Suite 7, Pensacola, Fl., 32503 You may also utilize the Interstate 110, getting off at the Fairfield Dr exit and going East to 9<sup>th</sup> Ave.
13. **MANAGEMENT ACCESS & ENTRY INTO OCCUPIED PREMISES:** in some instances, GECPM may need to gain access to all occupied units for maintenance, work or service order. If this should occur during your stay, GECPM will make every effort to notify you ahead of time and make an appointment. If for some reason, GECPM is not able to contact you beforehand and you are away from the unit, GECPM personnel will accompany any service technicians or repairmen to said property while service work is being conducted. GECPM reserves the right to enter any of our rental properties at any time.

14. **GUARANTEE OF UTILITIES, APPLIANCES AIR CONDITIONERS, and HOT TUBS/JACUZZIS:** No compensation will be given for temporary outage of electricity, gas, water, and cable or telephone service beyond our control. Outages will be reported immediately and all efforts will be made to have them restored as soon as possible. The operation and maintenance of these utilities are out of the control of GECPM. Appliance, Air Conditioners and Hot Tubs/Jacuzzis are not guaranteed and refunds cannot be given for failure or breakdown. GECPM will attempt to repair or replace any item that is inoperable as quickly as possible, but cannot guarantee repair will be completed during your stay. If a part has to be ordered and the item cannot be repaired before your departure, GECPM cannot refund any monies. Hot Tubs are considered a luxury commodity and are not guaranteed.
15. **Use of Gas Grill:** *Grill must be completely cleaned after each use, failure to clean grill will result in an additional \$25.00 cleaning fee.* This charge will be deducted from your Security deposit.
- X \_\_\_\_\_ INITIAL HERE
- 

The conditions and information contained in this Guest Rental Agreement have been read carefully and accepted by me on behalf of all members of my family/party and agree to abide by such conditions and limitations. I agree that my liability for this residence is not waived and agree to be held personally liable in the event that any person, company or association fails to pay for the amount of the charges. This agreement constitutes a contract between renter and Gulf Emerald Coast Property Management & Realty Services, as agent for the OWNER of said unit..

Please read, initial and sign where indicated, and return by mail to G.E.C.P.M. 3902 N. 9<sup>th</sup> Ave, Suite 7., Pensacola, Fl.32503 or Fax (850)439-3004 our telephone number for confirmation or questions is (850)439-3007 or Cell @ (850)777-9214.

X \_\_\_\_\_ X \_\_\_\_\_  
 Renter's Signature Date

BY: \_\_\_\_\_  
 Gulf Emerald Coast Property Management & Realty Services

**I, HEREBY ELECT TO DECLINE THE OPTIONAL TRAVEL GUARD TRIP INSURANCE AND I FULLY UNDERSTAND THERE WILL BE NO REFUNDS EXCEPT AS NOTED ABOVE.**

X \_\_\_\_\_ X \_\_\_\_\_  
 Renter's Signature Date

RENTAL UNIT: \_\_\_\_\_ CONFIRMATION # \_\_\_\_\_

ARRIVAL DATE: \_\_\_\_\_ DEPARTURE DATE: \_\_\_\_\_ # NIGHTS STAY \_\_\_\_\_