



Surfside Property Management
P.O. Box 5
Gulf Breeze, FL 32562
850-291-8512

Rental Policies

RESERVATIONS: S & S Surfside Properties, LLC requires 50% of the total fee to be paid at the time of booking. The remainder of the balance is due 30 days prior to arrival. The remaining balance will be charged to the card on file unless other instructions are provided. **All payments are due in advance. Under no circumstances will keys be provided to guests that have not paid in full. If full payment is not received 30 days in advance, reservation will be considered cancelled and the Cancellation Policy will be applied.**

- You may pay the balance with a personal check, traveler's checks, money order or credit card. Returned checks will incur a \$50.00 returned check fee which will be added to your balance.
- You will be charged for the entire length of stay reserved and will not receive a refund for checking in late and/or checking out early.
- Sorry, no refunds will be given for inclement weather.

We strongly recommend purchasing travel insurance (see below for details) as refunds will not be given by S & S Surfside Properties, LLC. All refunds must be obtained from the travel protection company, subject to their policies and conditions. Each reservation is also subject to a non-refundable \$50 processing fee, \$45.00 damage waiver fee and cleaning fees. All charges are taxed at the local tax rate of 11.5% (7.5% sales tax and 4% bed tax).

TRAVEL PROTECTION INSURANCE: Travel Insurance is available through CSA Travel Protection. This is an optional plan, but we strongly recommend it. In case of any unforeseen events, this insurance helps protect your vacation investment. Our cancellation policy will apply up to 60 or more days prior to your arrival for a short-term reservation or 90 days or more for monthly rentals. Once inside that window, **NO REFUNDS WILL BE GIVEN IF YOU CHOOSE NOT TO PURCHASE THIS COVERAGE.** Please visit

<http://www.surfsideproperties.com/csavacationinsurance.pdf> for more information.

For specifics based on your state of residence, please visit:

<http://www.vacationrentalinsurance.com/SDINC>

DAMAGE PROTECTION: This Security Deposit Protection plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$3,000. Any damages that exceed \$3,000 will be charged to the credit card on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of

inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$3,000. Certain terms and conditions apply. Full details of the Security Deposit Protection coverage are contained in the Certificate of Insurance or Insurance Policy (<http://www.vacationrentalinsurance.com/10sdi>). **By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly S & S Surfside Properties, LLC any amount payable under the terms and conditions of the Security Deposit Protection. Please contact S & S Surfside Properties, LLC directly if you do not wish to participate in this plan or assignment.**

CANCELLATION POLICY: All cancellations are subject to a cancellation fee of \$50.00 plus 11.5% tax. Your prepaid rent less the cancellation fee will be returned if the reservation is cancelled 60 or more days prior to your arrival for a short-term reservation or 90 days or more for monthly rentals. All cancellations made within the 60 or 90-day window will forfeit the entire advance payment. To prevent loss of rental payments, S & S Surfside Properties, LLC recommends purchasing travel protection as described above.

CHECK-IN PROCEDURES: S & S Surfside Properties, LLC will make every effort to have the property available as early in the day as possible. However, check-in time is normally 3:00p.m. on the date of arrival. During the peak season, there may be unusual circumstances that prevent the property you reserved from being ready by 3:00 pm. We ask for your patience.

Because we value your business, a S & S Surfside Properties, LLC staff member will greet you personally with keys to the property and a welcome gift. We want to make sure you start your vacation on a positive note with a friendly face to greet you and answer any questions you may have regarding the unit and its amenities. Please call 850-291-8512 approximately 30 minutes before arrival in Pensacola Beach.

LATE ARRIVALS: If you are due to arrive late, please contact us at 850-291-8512 before 9:00 p.m. to arrange for key delivery. If you are arriving after dark, we will turn the lights on and leave your welcome gift in the property.

WHAT IS PROVIDED: The rental property will include bed linens, bath towels, hand towels, washcloths and kitchen towels. A limited supply of bathroom soap and toilet paper will be provided. A single use dish washing detergent packet as well as one trash bag for each can will be provided. Kitchens are stocked with pots, pans, silverware, dishes, and glassware, along with major appliances, a blender, coffee maker and toaster.

WHAT TO BRING: Paper towels, toilet paper, dishwashing detergent, dish soap, all purpose cleaner, trash bags, laundry detergent, bath soap, shampoo, hair dryer, beach items (towels, chairs, umbrellas, sunscreen). Don't forget your camera!

Rental rates do not include daily maid service or a change of linens. Daily maid service and/or towel service can be set up for a nominal fee.

CHECKOUT PROCEDURES: Checkout time is 10:00 am on the day of departure.

- Please leave all keys, plus any parking permits and/or pool keys/passes on the kitchen counter upon departure. A representative will be by to collect the keys and check the property. There is a \$50 charge for each item not left in the property. All guests and belongings must be out of the property by the checkout time.
- Upon approval, there will be an additional fee for a late checkout.

- To avoid additional cleaning charges, please do the following before departure: Remove all food from refrigerator.
 - Load dirty dishes into the dishwasher.
 - Please remove all sheets and pillowcases from the beds and leave at the door of the bedroom.
 - Leave furniture arranged as you found it.
 - Put garbage in sturdy plastic garbage bags and place in the appropriate receptacle provided (trash chutes, dumpster, or covered outside containers).
 - Close and lock all windows and doors.
 - Please leave the property neat and orderly.

LOCKOUTS: If you lock yourself out of your property, we will be happy to come let you in at no charge during daylight hours. Please call 850-291-8512. If you are locked out after 9:00 pm, you will need to call a locksmith. You will be responsible for paying any applicable fees directly to the locksmith when the work is completed.

PARKING: Most complexes have parking permits that you will receive at check-in. There is a maximum of 2 permits per unit. Additional vehicles will need to be parked in a public parking lot. Display the permits on your dashboard or rearview mirror at all times. Most condos/townhomes prohibit boats, trailers, jet-skis, motor homes and buses. If traveling with any of these, please call to discuss other parking options.

DAMAGES: All accidental damages must be reported **immediately** to S & S Surfside Properties, LLC for the damage waiver to cover damages. Damage waiver covers up to \$3000.00 in damages. If the damage is not reported, the guest will be fully liable. Guests will be held responsible for any intentional damages to property. Damages over \$3000.00 will be billed to the guest's credit card.

REPAIRS & REFUNDS: Our staff is here to make sure your vacation home is in the best condition that it can be. If you should discover a problem, please report it to us immediately so that we can correct it as quickly as possible; however no refunds will be given for appliance failure or other circumstances beyond our control. **Please do not wait until you are checking out to let us know about problems, as we no longer have the opportunity to rectify the situation and cannot offer compensation at that time.** At times, we must wait for parts or service but we will do our best to make sure your experience is enjoyable.

Please be aware that air condition units may freeze up if doors and windows are left open or if set to low that they must continually run. Guests will be responsible for paying for service calls for any air conditioner or refrigerator that is turned down so low that it freezes up and requires maintenance.

S & S Surfside Properties, LLC and/or an authorized employee or repairman may enter the premises during normal business hours for any purpose pertaining to repair, improvement, care, and management of the premises. We will try to notify you, if at all possible, in as far advance as possible of any entry.

AFTER HOURS EMERGENCIES: A staff member is on call 24 hours a day for **EMERGENCIES** only. Non-emergencies will be noted and handled the following day during office hours. The after hour emergency number is 850-291-8512.

LONG DISTANCE CALLS: All properties have local telephone service. Long distance is blocked and therefore, you will need a calling card to make a long distance call from the property. Local calls and 800 calls are free. Please refer to the phone book in the property for the local calling area.

GRILLING: Association by-laws and local fire codes prohibit charcoal or open fire grilling on or under decks, balconies or porches, or within ten feet of any structure. Please check property for designated grilling area.

ITEMS LEFT IN PROPERTY: S & S Surfside Properties, LLC is not responsible for personal items left in a property. We will do our best to return your item if found. Shipping or postage charges may apply to mail the items back to you. Any items otherwise unclaimed will be considered abandoned after five days from your departure.

OCCUPANCY:

- The total number of persons allowed in the property at any time is restricted to the stated limit for each property.
- We are very serious about maintaining a family atmosphere for the quiet enjoyment of all our guests. We will rent to family groups and responsible adults only. S & S Surfside Properties, LLC properties will not rent to anyone under 25 years of age. No children will be allowed to check-in. Reservations made under false pretense will be subject to forfeiture of entire advance payment. Identification is required upon check-in to verify age.
- No parties, weddings, or gatherings are allowed without prior written permission from S & S Surfside Properties, LLC. Absolutely no student groups or house parties will be tolerated.
- All accommodations are governed by appropriate Florida Laws pertaining to Florida Landlord and Tenant Act, and also Rules and Regulations that are applicable to said premises. Occupancy of common areas shall be quiet and peaceful so as not to disturb others. These Rules and Regulations, where applicable, will be enclosed in your arrival packet along with any required parking permits and/or pool keys/passes for the condominium complexes, so be sure to go through them thoroughly.

The penalty for violating these rules is eviction without refund.

NON-SMOKING: Most properties are non-smoking. Smoking in a property designated as non-smoking will automatically incur an addition cleaning fee of \$500.00.

PETS: We understand that your pets are important to you, ours are important to us, however, we cannot accept them in most of our rental properties. If evidence of a pet is found in a pet free unit or on the premises, you will incur an additional charge. Having a pet in a rental unit without previous permission will void the contract and therefore be subject to eviction and forfeiture of any rental payments.

SUBSTITUTION: S & S Surfside Properties, LLC will assign a property as requested when payment is received, however, no property request is guaranteed. **We reserve the right to substitute comparable accommodations without notice or liability in the event of a sale of the rental property or if the property becomes unavailable.** In these rare instances, we will try to notify you of the change. You will be charged the current rate for the new property, and upon notification of change, given the opportunity to cancel without penalty should the new arrangements not be acceptable. After notification, the normal cancellation policy will once again apply. **Units may not be sublet.**

INDEMNITY: S & S Surfside Properties, LLC will not be liable for any damages to rental property of furnishings, nor for injuries resulting from any accident that may occur in or on the premises during the guest's occupancy. S & S Surfside Properties, LLC will not be held responsible for acts of theft or vandalism or other damages to the guest's personal items left in the property. We have made every effort to ensure that all information printed here is accurate, but cannot be held responsible for errors in printing or changes made by owners in furnishings and appliances. Prices and tax are subject to change.

HURRICANE POLICY: If a mandatory evacuation is issued by the National Hurricane Center or our local governing officials due to a tropical storm or hurricane threatening our area, refunds will only be given by Travel Guard if you have purchased coverage before the storm was named. S & S Surfside Properties, LLC will not issue refund of any rent payments.

This constitutes a written rental agreement between "RENTER" and "S & S Surfside Properties, LLC". Upon violation of the terms of this agreement, S & S Surfside Properties, LLC may terminate this agreement and enter said premises. Upon notice of termination, RENTER shall vacate the premises IMMEDIATELY. All funds received by S & S Surfside Properties, LLC may be placed in an interest bearing account on which the interest shall accrue to the benefit of S & S Surfside Properties, LLC.



Thank you for choosing Surfside Properties, we look forward to your stay with us. Please let us know if there is anything we can do for you.

Your brother and sister team,
Steve & Susan

www.SurfsideProperties.com

