

Rental Policies

ResortQuest of Northwest Florida & Alabama Rental Policies

Rental Policies

Please take a moment to read the following important information. It will be helpful when booking reservations with ResortQuest Northwest Florida and/or Alabama Gulf Coast.

Check-in and Checkout

Check-in time is after 3:00 p.m.; checkout time is 10:00 a.m. Due to our high standards for cleanliness, not all units will be ready for check-in promptly at 3:00 pm. We ask for your patience and suggest that you have alternate plans available between 3:00 and 5:00 p.m. in case the unit is not yet ready.

Direct Check In

Some units may offer the option for you to go directly to the unit at time of arrival. If you make your reservation in one of these units you will be required to make full payment 4 days prior to arrival. We will require a credit card at time of booking to charge prior to arrival. When full payment is made you will be emailed a confirmation statement with your direct check in lock combination. Direct check in will require you to have an email address for notification. The check in time for direct check in units is after 4PM Check Out is 10AM.

Rates

Rates are subject to change without notice. The daily rate may include fees to cover use of certain amenities at the property. Higher rates apply to houses and holiday periods such as Easter, July 4, Thanksgiving and Christmas. Monthly rates are available at many properties on a seasonal basis. Please call for specific details.

Age Requirement

The individual making the reservation must be 25 years of age or older and must occupy the rental property the entire term of the reservation. Singles under 25 years of age are prohibited unless accompanied by parent or legal guardian. Restrictions may apply regarding the number of people that may accompany a parent or legal guardian. Additional restrictions may apply during the spring break vacation period. Chaperoned groups are prohibited unless prior approval is given by the ResortQuest Group Sales Department.

Reservation Fee

All reservations include up to a 6% reservations fee calculated on total rent including amenity fee and clean fee. The reservations fee is non-refundable. The reservations fee applies to each separate "stay," even if multiple stays are booked simultaneously. The reservations fee is automatically added to a reservation and will appear as a separate line item in the guest's folio. The reservations fee is not charged to extended-stay rentals (rentals over 28 days.) There is a \$20 minimum reservations fee.

Clean Fee

Most rental units require a one-time departure clean fee to be paid by the guest. The clean fee will also be required on monthly reservations and will be applied to each unit booked. If you are staying more than one month in the same rental unit the fee will only be charged on your last month. The clean fee will cover all normal cleaning required after your departure.

Rental Unit Damage Protection

All Northwest Florida reservations have the security benefit of CSA Insurance Services' Rental Unit Damage Protection included in the daily rate to cover minor damages that may occur during your stay. If you are renting multiple units, the Rental Unit Damage Protection fee is charged for each rental unit. This insurance 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 \$1500.00. Any damages that exceed \$1500.00 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 \$1,500. Certain terms and conditions apply. Full details of the Rental Unit Damage Protection coverage are contained in the Certificate of Insurance or Insurance Policy. The Rental Unit Damage Protection can be purchased up to, and including at, check-in. **By submitting payment for this reservation, you authorize and request CSA Travel Protection and Insurance Services to pay directly ResortQuest any amount payable under the terms and conditions of the Rental Unit Damage Protection. Please contact ResortQuest directly if you do not wish to participate in this plan or assignment.**

Reporting Damage: Please note any damage to the rental unit upon your arrival and report it immediately to our office to avoid possible liability. If any loss or damage occurs during your stay, you must notify us immediately in order for the Rental Unit Damage Protection to apply. We inspect every rental unit after each guest's departure; if unreported loss or damage is discovered after your stay, we will charge your credit card. The Rental Unit Damage Protection fee is not charged to extended-stays (rentals over 28 days.)

Pet Policy

We know you love your pets, but pets are permitted **ONLY** in select pet approved properties with advance reservations and a non-refundable pet fee, only exception is for service animals. You must inform our reservations center or the check in location directly prior to arrival if you intend to bring a pet to an eligible unit.

Advance Payment

At the time of booking a credit card advance payment will be required equivalent to fifteen percent (15%) of your total stay, plus travel insurance, if purchased. The optional travel insurance fee, provides you with protection from unexpected events (see Vacation Rental Insurance below.) The advance payment is due when your reservation is made. If payment is being mailed in and not received within 7 days, the reservation will be cancelled.

Methods of Payment

We accept Visa, MasterCard, American Express and Discover credit cards. Other acceptable

methods of payment include personal check, cashier's check, certified check and money order. Make checks payable to ResortQuest. Please remember to include your reservation number on your payment. All payments must be paid in U.S. dollars. There is a \$25 handling fee for all returned checks. A credit card will be required at time of booking for all reservations. A credit card will be required upon check-in for incidentals and damages not covered under the Rental Unit Damage Protection. No credit card fees will be charged to guests.

Final Payment

Certain units and most homes require final payment to be received no later than 60-120 days prior to arrival. All other locations will require final payment no later than 4 days prior to arrival. The credit card given at time of booking will be used to charge the final payment prior to arrival. In the event of cancellation for the units requiring final payment 60-120 days prior to arrival, final payment is non-refundable unless the stay is re-booked (see "Cancellation" below) or the renter has purchased Travel Vacation Protection Insurance and the reason for canceling is covered by insurance.

Cancellation

Cancellation will result in a loss equal to the advance payment made (up to a maximum of 15% of the total due). Guests covered under ResortQuest's recommended travel insurance are exempt from this loss if the reason for cancellation is covered under the travel insurance. The travel insurance fee is non-refundable.

Cancellations on day of arrival or early departures after check-in will result in a 100% loss of amount of the rent.. The loss can be avoided if: 1) ResortQuest's recommended travel insurance was purchased and the reason for cancellation is covered under the travel insurance policy; or 2) ResortQuest can re-rent the unit for the full term of the original rental period, in which case the guest will be charged a 10% rebooking fee in addition to the reservations fee. The travel insurance fee is non-refundable.

If guest has to shorten their stay or change their unit within 14 days of arrival, normal cancellation penalties may apply, whether travel insurance was purchased or not.

Refunds issued by ResortQuest will be issued no more than 30 days after departure date of original stay. Refunds are payable to the renter within 30 days after the subsequent re-rent payment has cleared our account. The renter will be entitled to reimbursement of any fees paid to us for goods or services such as golf packages to be procured from third parties on behalf of the renter that have not been rendered or delivered to the renter prior to ResortQuest Northwest Florida receiving the notice of cancellation.

Larger homes and monthly stays have different minimum-stay requirements, advance reservation, advance payment and cancellation policies. These will be reviewed at the time of reservation and confirmation.

Vacation Rental Insurance

ResortQuest partners with CSA Insurance Services to offer our guests Vacation Rental Insurance Protection.

With Vacation Rental Insurance Protection, you will be covered before and during your trip. Should you have a major medical issue or experience trip interruption due to natural disaster, you will be covered by contacting CSA through their claim process. Guests may purchase Vacation Rental Insurance up to 72 hours prior to arrival. However, guests opting not to purchase the Vacation Rental Insurance, please be aware that no refunds will be available for unforeseen developments such as illnesses, natural disasters and the like; therefore, your trip investment could be lost. This plan does not include stays of 30 days or longer. The fee is non-refundable.

Monthly Priority

Three-month rentals or longer will be given priority during the winter rate structure. Complimentary beach chair/umbrella/video and other packages are not included in monthly reservations.

Maximum Occupancy

The maximum number of guests per rental unit is limited at most properties to four (4) persons in a one bedroom, six (6) persons in a two bedroom and eight (8) persons in a three bedroom. Other restrictions may apply.

Properties Require a Multiple-Night Minimum Stay

Many rental units during busier seasons require a 3 night minimum stay. During Holiday periods and times of limited availability, a longer night minimum may be required. Many vacation homes require a 7 night minimum stay. We reserve the right to change unit assignments.

No Daily Maid Service

While linens and bath towels are included in the unit, daily maid service is not included in the rental rate at most locations. We suggest you bring beach towels. We do not permit towels or linens to be taken from the units except to launder. An exchange for additional linen is available at the check-in location for a nominal fee.

Falsified Reservation

Any reservation obtained under false pretense will be subject to forfeiture of advance payment; deposit and/or rental money and the party will not be permitted to check in.

Parking Restrictions

Many rental properties prohibit the on-site parking of recreational vehicles, personal watercraft (boats, trailers, jet skis, etc.) and/or restrict the number of motorized vehicles per rental unit. Ask your reservation agent to inform you of your chosen property's parking regulations prior to making your reservation.

Agency Disclosure

ResortQuest serves as the agent and representative of all owners of condominium units, town homes and houses in its rental program and acts at all times in and for the best interests of the owners.

Units for Sale

In the event a property that you are renting is listed for sale, we may find the need to show the

property during your visit. We will make every effort to schedule the showing at a convenient time so we do not disturb your vacation.

Terms and Conditions are subject to change without notice.

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