

### **Check-in / Check-Out Times**

You can check in after 3:00 P.M. (CST) depending on availability. Due to our high standards for cleanliness, there is a possibility that your vacation rental may not be ready at 3:00 P.M. (CST), especially during peak season. Your patience is appreciated. Check Out is 10:00 A.M. (CST). Please leave on time so that the unit may be prepared for our next guests.

### **Late Arrival**

Guests arriving after 4:00 P.M. (CST) or on a major holiday should contact the office prior to arrival regarding check-in procedures.

### **Advance Reservation/Rental Rates**

Reservations are accepted up to one year in advance. Reservation dates will be confirmed. However, we cannot guarantee rates or unit assignment. Rates are subject to change without notice.

Circumstances may occur that make the unit assignment guarantee impossible. However, if that happens, we will offer you comparable accommodations if available. In no way will Gulf Coast Vacation Rentals be liable for more than a full refund of the amount paid.

### **Age Requirements**

No rental will be made to vacationing students or singles under the age of twenty-five (25) unless accompanied by a parent or guardian at all times. Any reservation made under false pretenses will be subject to forfeiture of advance payment, deposit and/or rental money. Violators will be evicted.

### **Minimum Stay Requirements**

All seasonal rentals require a minimum advance reservation of seven days. Weekly reservations run Saturday to Saturday, or Sunday to Sunday depending on the vacation rental unit. If you require a shorter stay, please ask for availability and rate.

### **Maximum Occupancy**

The maximum number of guests per unit is based on the individual unit's ability to comfortably and safely accommodate our guests. If maximum occupancy is exceeded, you may be asked to vacate the property and forfeit any rental payments.

### **Advance Payment**

A minimum of 50% per unit is required at the time of booking a reservation. The advance payment will be applied toward the total rent due. The advance payment IS NOT a damage deposit.

### **Damage Deposit**

A damage deposit is required on all of our rental units. The amount will be \$200 to \$500 depending on the rental unit. The damage deposit must be received (30) days prior to the scheduled arrival. This deposit is payable by personal check or money order. This payment will be refunded within fifteen (15) days of departure, providing there is no damage or theft to the unit and all policies and conditions were followed.

### **Rental Payment**

Balance is due in full thirty (30) days prior to scheduled arrival. Payment may be made in the form of Traveler's Check, Visa, Master Card, American Express, money order, cash, or personal check.

**NOTE:** All cash deposits and/or advance payments will be placed in an interest bearing account to the benefit of Gulf Coast Vacation Rentals, Inc.

**Travel Insurance:** Vacation Rental Insurance is available through Travel Guard at a cost of 6.5% of your total reservation balance and provides coverage to protect guests from a wide array of unexpected events such as, but not limited to, unpredictable weather, a medical or family emergency. We strongly encourage you to purchase this coverage to protect your vacation investment, **as no refunds will be offered**, even in the event of a mandatory evacuation. Information about the optional insurance may be viewed by clicking on the following link: [Rental Insurance](#). This insurance is available to purchase up to 30 days prior to arrival (with your final payment). This insurance is non-refundable and is subject to the policies and procedures of the insurance provider. If you choose not to purchase this coverage, the cancellation policy of Gulf Coast Vacation Rentals, Inc. will prevail and no refunds will be given.

### **Reservations Cancelled / Changed:**

In the event of cancellation or change of your reservation without the purchase of travel insurance, you are subject to lose your prepayment unless the home re-books for the same time period. If the home re-books for the same time period you will be refunded your prepayment minus a 150.00 cancellation fee.

### **Units for Sale**

In the event that the property which you are renting is on the market for sale, we may find it necessary to show the property during your stay. We will make every effort to schedule the showing at a convenient time so as to not interrupt your vacation. No refunds or compensation will be made for such showings

### **Monthly Rental Reservations**

Reservations for three (3) months or longer will be given priority during the winter season. A minimum deposit of 250.00 will be required for each month reserved. Cancellation / changes must be made one hundred twenty (120) days prior to scheduled arrival dates. There will be a cancellation fee of 150.00 per month for cancellations made (120) days prior to the scheduled arrival. Cancellations or changes made less than (120) prior to the first months arrival date will forfeit the entire deposit. The monthly rate is for 30 days. We do not pro-rate the monthly rate for early arrivals.

### **Pets**

Pets are permitted only in designated rental units with a 100.00 tax per pet nonrefundable fee. Otherwise, pets are not permitted in the rental unit or on the premises. No exceptions will be made. Guests found with a pet will be asked to leave with no refund of rent or security deposit and will be charged for a flea spray and carpet cleaning.

### **Sight Unseen**

Our vacation rental units are individually owned and furnished. We try to under sell and over deliver our properties; however, your ideas and ours might not agree on any given property. We will not give refunds or adjustments if it does not meet your idea of the property. We manage clean properties, which are furnished to the owner's taste. There are no two properties the same. Rates, descriptions, bed sizes, Inventories and furnishings are subject to change without notice. In the event of a break down, we strive to make repairs as soon as possible. Neither the rental agent nor the owner will be obligated to provide replacements nor give refunds for failure or absence of any item. Please understand once you have booked the unit it prevents anyone else and / or the owner from using it.

### **Utilities**

No compensation will be given for temporary outages of electricity, gas, water, or cable, internet or telephone service. 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 Gulf Coast Vacation Rentals, Inc.

### **Community Rules and Guidelines**

Additional guidelines, rules, and regulations may apply for rental units within structured communities. Due to occasional circumstances beyond our control, availability of elevators, swimming pools, hot tubs, and tennis courts are not guaranteed with any reservation.

### **Non-Smoking Units**

All of our homes are non-smoking. Smoking is strictly prohibited inside. Your damage deposit WILL be forfeited and you will incur additional charges for carpet cleaning and deodorizing if any evidence of smoking is found in your non-smoking unit.

### **Parking**

Please park in designated areas only. Most properties only allow two (2) vehicles, including boats, and NO RV's. Please make arrangements before arrival.

### **Locked Closets**

Most owners have a locked closet for their personal possessions. These closets are private and are not to be opened by tenants or guests under any circumstances. Some garages are locked and are not for tenant use.

### **Items You Need to Bring**

Additional toilet tissue, bath soap, paper towels, detergent, dishwasher soap, garbage bags, foil, sharp knives, any special cooking utensils, coffee filters, beach towels, and beach chairs.

### **Agency Indemnity**

Gulf Coast Vacation Rentals, Inc. will not be liable for any damages to rental property or furnishings, nor for injuries resulting from any accident that may occur in or on the premises during guest occupancy. The agent is not liable for acts of theft, vandalism, or damages to the guest's personal property or items left in the unit. We assume no liability for error or omissions. If you have any questions regarding any of the above policies, please contact our office by telephone or e-mail.