

Rental Policies

When reserving on-line, your reservation is confirmed only upon receiving an e-mail confirmation from us. Minimum night stays and Saturday "turn" days for weekly rentals are required, and we must review each reservation for valid parameters.

1. **Check-in Time.** Check-in time is after 4:00 P.M. local time. In some instances, access to your property may be unavoidably delayed due to cleaning or maintenance issues. The owners will mail you a \$50 check if they can confirm that your unit was not ready at 4:00. Your patience will be greatly appreciated in these circumstances. Guests who will be arriving later than 5PM should make late arrival arrangements by telephone prior to arrival. Early check-ins require special arrangements and may be available for an additional fee. Our office hours are typically 8AM-5PM Monday-Saturday with seasonally extended hours.
2. **Advanced Reservation Payment.** An advanced reservation payment will be required to confirm your reservation. This may be paid by cash, e-check, traveler's checks, bank cashier's check, or credit card (Master Card, Visa, Discover, or American Express). If you are paying with a check we will need to receive the check within five (5) days of initial reservation. The amount of deposit required is 30% of the base rate plus the service fee and Travel Insurance Premium. Reservations made under false pretenses of any kind will result in the forfeiture of all rental payments and fees as well as cancellation of your reservation.
3. **Fees.** A non-refundable service fee will be charged to all reservations. The amount of this fee varies by property size. As part of the rent, some other fees may be included.
4. **Cancellation.** Once your reservation deposit has been received, there will be no refunds given, unless you have purchased CSA Travel Protection. If you have purchased CSA Travel Insurance contact them at 800-554-9839 to begin your claim.
5. **Travel Interruption Insurance-** Travel protection is available through CSA Travel Insurance. The insurance premium is 6.95% of your total reservation amount and is automatically added to your balance when you book your vacation. The plan is optional and can be declined by signing a waiver form that is included with your reservation confirmation. This needs to be faxed to phone number given not later than 10 days after making your reservation. Please understand that no refunds for any reason will be given without the purchase of CSA Travel Insurance. If you have any questions or need more information please call 800-554-9839.
6. **Check-out Time.** Check-out time is no later than 10:00 A.M. Late check-outs require special arrangements and may be available for an additional fee.
7. **Pets.** Pets are strictly forbidden per Long Beach Resort Community Association rules. Having a pet on the property is grounds for immediate eviction without a refund. The Peace of Mind Protection Plan does not cover any pet related incidents.
8. **Smoking is strictly forbidden.** Guests will be financially responsible for any damages and extra cleaning due to smoking.
9. **Advance Reservations.** We accept reservations up to one year in advance. We can confirm reservations for a future date, but we cannot confirm or guarantee rates for dates beyond the current published rental rates.
10. **Property Assignments.** We reserve the right to change property assignments when unfortunate circumstances occur. If the original assigned accommodation is unavailable, substitutions will be comparable to the reserved rental, including size and location, where possible. No discounts or refunds will be given due to such changes, including moves, bedding sizes and furnishings.
11. **One-week minimum stays will apply high demand periods with Saturday arrival and Saturday departure.**
12. **Maximum Number of Guests.** The maximum allowable occupancy is seven. Guests who exceed the maximum occupancy are subject to immediate eviction and forfeiture of all rental payments.
13. **Family Rentals Only!** All of our vacation accommodations are family rentals ONLY. NO units will be rented to vacationing students or young adults (under 25) unaccompanied by a responsible parent or guardian. A PARENT OR GUARDIAN MUST BE STAYING IN THE UNIT AT ALL TIMES. OUR RENTAL UNITS ARE MONITORED FOR VIOLATION OF THIS POLICY. ALL VIOLATORS WILL BE EVICTED AND ALL RENTAL PAYMENTS AND/OR SECURITY DEPOSITS WILL BE FORFEITED. In accordance with Florida State Statute 509.141, RESERVATIONS MADE UNDER FALSE PRETENSE ARE NULL AND VOID AND CHECK-IN WILL NOT BE ALLOWED. This policy includes reservations made by parents or guardians who do not check in, and/or who leave overnight during the length of the stay. NO EXCEPTIONS! We require one parent or guardian for every four persons under the age of 25. During the spring break period,

special registration policies will be in effect: the ratio for each reservation must be one parent or guardian per every two persons under the age of 25.

14. No Subletting. The rental property may not be sublet. Your reservation is not transferable to any other party.

15. Rates. Published rental rates are subject to change without notice. We reserve the right to correct rates that may have been misquoted due to human and/or computer error.

16. Payment of Rent. Rental charges are payable in full thirty (30) days prior to the arrival date. Some properties require payment due in full ninety (90) days prior to the arrival date. If you do not contact us before final rental payment is due, we will charge the payment type on file for unpaid rental charges on the date when payment is due. We accept cash, traveler's checks, bank cashier's check, and credit cards (Master Card, Visa, Discover or American Express) for the initial deposit. Our preferred method of final payment is by e-check. Credit cards are not accepted for monthly rentals. All rental payments will be deposited into an interest bearing account, and any interest earned will accrue to the manager.

17. Key Policy. Your unit will furnished with a push-button lock with a code valid for the period of your stay.

18. Housekeeping. Laundry facilities are provided either in the rental property. The property will also be stocked with an initial supply of trash liners, toilet paper, bath soap and dishwasher soap.

19. Beach Towels. PLEASE BRING YOUR OWN BEACH TOWELS! We do not permit towels, sheets, blankets, or furniture to be removed from the property. Beach chair and umbrella services operate at the property.

20. Maintenance Problems. During your stay, promptly report any maintenance problems to the manager's phone number provided at check-in. Please do not leave doors or windows open while the A/C or heaters are operating. Management and Long Beach Resort staff may enter the property to respond to any maintenance and/or housekeeping issues during your stay. No refund or rate adjustment will be made for unforeseen failures such as the supply of electricity, water, pool filtration systems, air conditioning, telephone, television or cable service, appliances, etc.

21. Internet. This property has free high speed wi-fi internet access through an individual service provider. We do not, however, guarantee internet connectivity due to service being provided by an outside vendor, restrictions from personal computers, and several other factors that may lead to interruption of internet service. If you decide to access any Internet content during your stay, you do this entirely at your own risk and you are responsible for ensuring that any accessed material does not infringe the laws governing, but not exhaustively covering, copyright, trademarks, pornography, or any other material which is slanderous, defamatory or might cause offense in any other way. In the event the internet service is inoperable, we will do our best to troubleshoot over the phone but if it requires further assistance, the guest will be responsible for contacting the internet provider. No refunds will be given due to loss of internet.

22. Security of Personal Property. We are not responsible for any acts of theft or vandalism, or other damages to any personal property or for personal items left by guest in the accommodation at departure. If items left behind are found and wish to be returned, there will be a \$25 service charge plus shipping.

23. Good Neighbor Policy. We respectfully request that you remember you are staying in our home during your vacation. Please treat it with care and leave it in good condition at checkout.

24. Property Rules and Regulations. Please observe all rules and regulations governing the use of the property you are occupying. These rules apply to both owners and guests, and failure to comply can result in eviction.

25. Parking. Parking is limited to two cars. No Trailers/Boats are allowed.

26. Agent for Owner. We serve as the agent for the owner of the rental property.

27. Peace of Mind Protection Plan

Limited Damage Protection

TERMS OF PROTECTION

As a Guest (the person registered and all persons occupying the same rental unit) you are entitled to the Peace of Mind Protection Plan while staying at the property. The Peace of Mind Plan is subject to the conditions, terms, and the administrative procedures listed below. The maximum amount that the Plan will cover is \$2,000 per stay.

CONDITIONS

The Peace of Mind Protection Plan has certain conditions. The Plan will not include liability for damage or theft resulting from:

1. Acts of God
2. Intentional acts of a guest.
3. Gross negligence or willful and wanton conduct.
4. Any cause, if the Covered Guest does not report the damage to Southern's staff.
5. Normal wear and tear.
6. Theft without a police report.
7. Damages caused by any pet or other animal brought onto the premises.
8. The Plan applies only to the direct physical loss or damage to covered property. It does not cover loss of use of such property.
9. Coverage does not apply for theft or damage of any property owned by or brought onto the premises by a Covered Guest.

TERMS OF PLAN

1. The Plan takes effect at check-in.
2. All coverage shall terminate upon normal checkout time of the unit or the departure of the Covered Guest, whichever occurs first.

ADMINISTRATIVE PROCEDURES

The Guest must report any loss or damage to the unit or its contents immediately to management staff. This limited damage protection is void if not reported promptly. Representatives of management have ultimate administrative authority. Arbitration is required before litigation. The prevailing party in any arbitration of litigation shall be entitled to recovery and/or reimbursement of all fees in connection with it.