



## Reservation Policies

### 1. PAYMENT AND CANCELLATION POLICIES

- A. Payment may be made by credit card and is due 30 days in advance of arrival. For reservations made within 30 days, full payment is due at time of reservation. For reservations made more than 30 days in advance, a **nonrefundable deposit**, in an amount equal to **thirty** percent (30%) of the total due is required at the time of reservation, subject to the cancellation policy set forth below.
- B. **Payments are fully refundable if cancelled more than 60 days prior to arrival minus \$150 fee. If cancelled 60 days or fewer before arrival, Payments are nonrefundable unless time can be rented again. Cancellation or early departure due to inclement weather does not warrant a refund of rent or deposit paid. It is highly recommended that guests purchase Trip Cancellation Insurance. Interruption of utility services, for any reason, will not relieve Lessee from any obligations under this lease.**
- C. **If you are forced to cancel your trip, you may forfeit up to 100% of your rental payment. Crystal Waters Realty strongly recommends you protect your vacation investment by purchasing our [Vacation Rental Insurance Plan](#) for only 6.5% of your total cost.**
- D. **Security Deposit - Unless otherwise requested, the credit card taken at the time of reservation will be used for the security deposit. A security deposit is required for your rental. Security deposits must be paid by a credit. Your card will be charged with the final payment and refunded after departure as long as there is no damage, missing items during your stay, or extra cleaning charges. If you leave the rental excessively dirty, extra charges may apply. You hereby authorize more charges should they be necessary to cover repair or replacement costs above and beyond the security deposit. You consent to the use of your card without original signature. Any damage is to be reported immediately.**

### 2. USE OF THE PREMISES.

- A. The premises is a vacation home intended for use as a family vacation rental only. Persons under the age of twenty-five (25) must be accompanied, by a responsible party who must be staying in the unit. Few exceptions may apply and must be agreed upon in writing in advance. The premises is monitored for violation of this policy. Violators will be evicted and the balance of any unused rental payments and security deposits will be forfeited as liquidated damages. Reservations made under the false pretense that the responsible party of persons under age 25 will be present at all times will void this agreement and result in automatic cancellation of the reservation, without refund. One responsible party over the age of twenty-five (25) must be present and staying on the premises at all times, for each four (4) persons under the age of 25.

- B. Quoted rental rates include the maximum number of persons (including infants and children) permitted in the Property Description. Guests who exceed the maximum occupancy are subject to immediate eviction and forfeiture of the balance of all rental payments and security deposit as liquidated damages.
- C. Lessee will not store vehicles, boats, machinery, or building materials; engage in breeding or raising of animals or birds; or conduct any commercial enterprise on the premises. **No pets are permitted on the premises at any time unless previous arrangements have been made. Some properties are pet friendly and will require an additional fee. No smoking is permitted inside the vacation home at any time.** If smoking is evident or pets are discovered on the property without prior arrangement, Lessee shall be evicted and automatically forfeit the rent paid and the security deposit as liquidated damages. Plus, additional charges may be necessary for a deep clean.
- D. Lessor and/or Owner are not responsible for any damage or acts of theft or vandalism, or any other damages, to vehicles or personal property maintained on the premises. No trailers are permitted on the property. Parking is limited at most properties. Please bring as few cars as possible.
- E. Please remember you are staying in someone else's home during your vacation. Please treat it with the utmost care and leave it in as good condition upon check-out as when you arrived.

### 3. CHECK-IN/CHECK-OUT POLICIES AND PROCEDURES.

- A. Check-in time is 4:00 pm, CST, on the beginning date of this lease, and check-out time is 9:00 am, CST, on the ending date of this lease. Lessees remaining on the premises after the 9:00 am, CST, check-out time on the ending date of this lease shall be charged for and shall pay additional rent for each 24 hour period they remain on the premises. There will be no discount or abatement of rent for late check-in. Guests arriving after 5:00 pm, CST should make arrangements for late arrival via telephone prior to arriving at the vacation home. Later arrivals may be arranged and must be communicated to the management company.
- B. The vacation home will be equipped with a fully functional kitchen and all bedding, and may have its own washer and dryer. A complimentary set of paper towels, toilet paper, trash liners, etc. are usually provided upon arrival for your convenience. You are expected to obtain such additional items as may be required for your entire stay. Telephone service with free local calls may be provided. Incoming long distance calls are free, however, in order to place an outgoing long distance call you must use a calling card or credit card. Free high speed Internet access may also be available, but is not guaranteed.
- C. Lessee shall observe all rules and regulations set forth herein or attached to and incorporated herein by referenced as may be established by Lessor and/or Owner, from time to time. Failure to observe all rules and regulations shall result in immediate termination of this lease and forfeiture of all deposit and rent as liquidated damages. Failure to observe all rules and regulations shall result in immediate termination of this lease and forfeiture of all deposits and rent as liquidated damages. **This property is part of a "Homeowner's Association." Guests must abide by certain rules in order to stay here. If a Homeowner Association complains about Guests' behavior, Guests may be evicted and may forfeit all monies paid. PAYMENT OF MONEY OR MONIES, IN ANY FORM OR AMOUNT, CONSTITUTES AUTOMATIC ACCEPTANCE OF ALL TERMS AND CONDITIONS SET FORTH HEREIN. THESE POLICIES CAN ALSO BE FOUND ON OUR WEB SITE AT WWW.CRYSTALWATERSVACATIONS.COM. TRAILERS ARE NOT PERMITTED IN ANY OF OUR NEIGHBORHOODS. IF YOU BRING A TRAILER, YOU MUST MAKE ARRANGEMENTS FOR PARKING IT ELSEWHERE.**
- D. Key Policy: Upon checkout, please leave keys on the kitchen counter and lock the door from the inside. Any lost key will result in a key charge withheld from your deposit. In the event you are locked out, please call the phone numbers provided and we will meet you at the property. A lock out fee of \$25 will be charged to you.

**4. REPAIRS AND MAINTENANCE.**

- A. Lessee will keep and maintain the premises, fixtures, appliances and appurtenances in good sanitary condition during the term of this lease.
- B. Lessee will use the premises with due care and will pay for any repairs that are necessitated by any lack of care by Lessee or Lessee's family, guests, or invitees.

**5. MISCELLANEOUS.**

- A. **During your stay, promptly report any maintenance problems to Lessor at (850) 543-3480.** Lessor/Owners may enter the property at any time during your stay in order to respond to any maintenance and/or housekeeping issues reported by you during your stay.
- B. Please do not leave doors or windows open while the air conditioning or heater is operating.
- C. Lessee will make no changes, alterations, or additions in or about the premises
- D. Rent and all deposits may be paid by credit card by phone or at Lessor's web site or by check to Crystal Waters Realty, Inc., P.O. Box 6058, Miramar Beach, Florida 32550.

**PROPERTY ASSIGNMENT** - Every attempt will be made to keep the property reserved assigned to Lessee. In the event, circumstances cause the need to move the Lessee and their party, a similar unit may be substituted, if available, or all money refunded.

**HOLD HARMLESS** - Lessee acknowledges that management, property owners, and employees do not carry personal liability insurance and cannot be held responsible regardless of fault, for any accident, loss, damage or injury suffered by the Lessee, members of their party or any other guests which the Lessee or their party have allowed access to the property, regardless if said loss is a result directly or indirectly from acts of god, danger incident to the sea, any body of water, fire, breakdown of machinery, equipment, acts of government or other authorities, delays or cancellations of or changes in itineraries or schedule or from acts of omission of any airline. Furthermore, the Lessee will release and hold harmless any and all parties involved with the rental, management, and reservations of the property and to release and hold harmless it's owners or representatives for any loss or damage to personal property or for any injury and/or death.

**PROPANE GRILLS** – Some properties may have propane barbeque grills. Propane exchanges are not the responsibility of the Management Company or the owner. Guests are responsible for propane exchanges should it be necessary during their stay.