

Harmony Beach Vacations

Our motto is Peace, Love and Harmony that's why we have a detailed policy page so you know what to expect when you choose Harmony Beach vacations. We want you to know everything up front and if you have any questions give us a call, 850-650-0551. We want you to have the perfect vacation that you deserve.

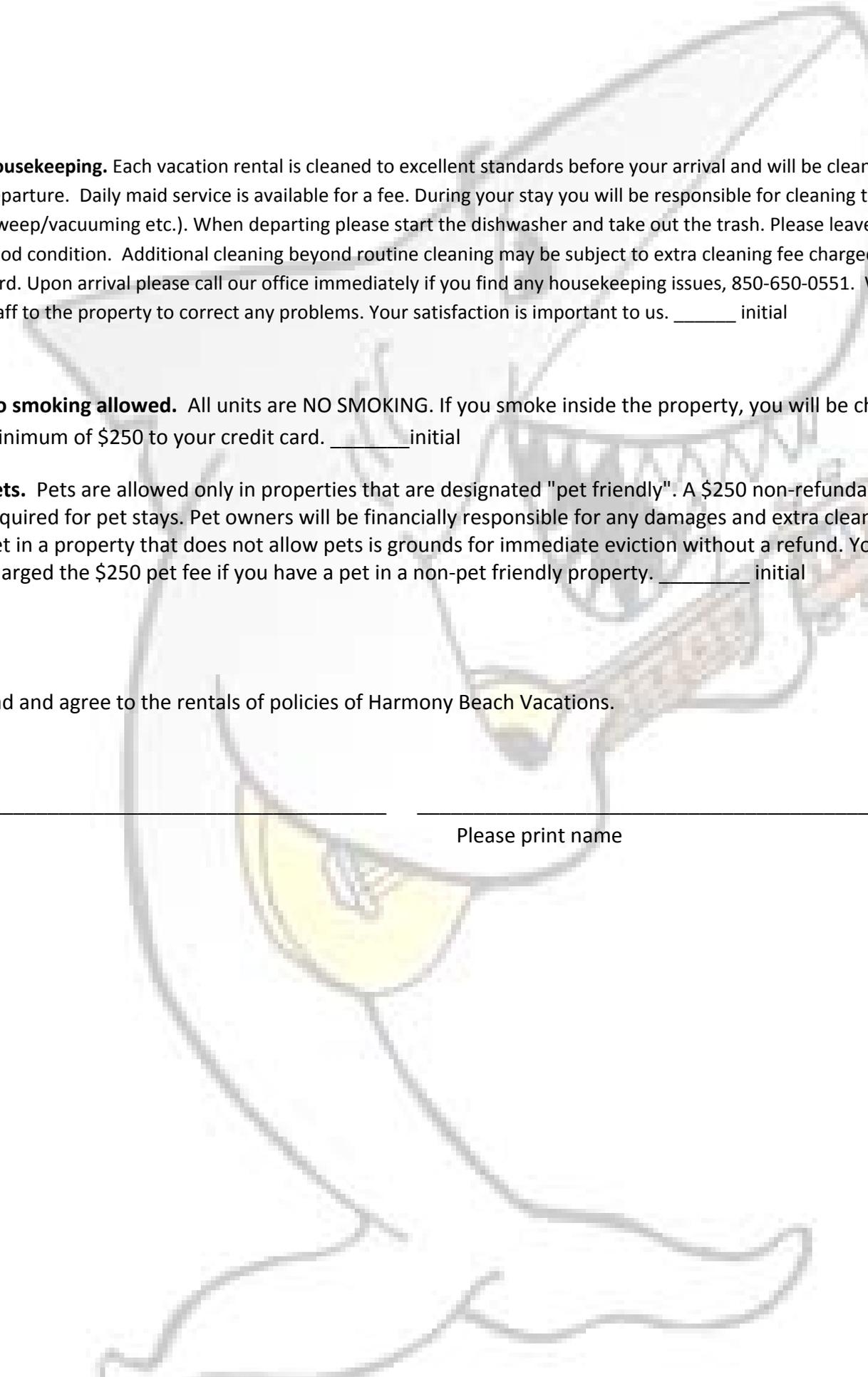
- **Check-in Time.** Check-in time is between 4:00 PM CT and 5:00 PM CT. In some instances, access to your property may be unavoidably delayed due to cleaning or maintenance issues. We appreciate your patience. We know you are excited to start your vacation. We want to get everything perfect for you and your family. Guests who will be arriving later than 5PM should make late arrival arrangements by telephone the day of arrival. Destin properties will check in at our office at 3100 Scenic Highway 98, Destin, FL 32541. If you are checking into a Fort Walton property refer to your confirmation email or call our office 24 hours before arrival.
- **Advanced Reservation Payment.** An advanced reservation payment will be required to confirm your reservation. HBV must receive this payment within ten (10) days from the date we take the reservation if paying by check. The payment required is typically 30% of the total rental amount, but may vary. All properties require balances paid in full prior to arrival. Reservations made under false pretenses of any kind will result in the forfeiture of all rental payments and eviction.
- **Property Assignments.** You will be assigned a property when you make a reservation, however we are unable to guarantee a specific property due to unforeseen circumstances. We will make every effort to give you advanced notice of any changes. Example of an unforeseen circumstance: Air conditioning goes out and we are unable to repair before your arrival.
- **Rent and taxes (currently 11% Okaloosa County or 12% Walton County) are due 30 days prior to arrival on daily and nightly rentals. Winter monthly guests may pay on arrival.** We do not take credit cards for monthly stays. Rates advertised do not include taxes, security insurance or cleaning fee. Larger properties and homes require balances to be paid 45 days prior to arrival for weekly and nightly stays.
- **Cancellation.** Please call our office as soon as possible in the event you must cancel your reservation. Within 90 days of arrival **no refunds** will be given unless you have purchased CSA travel insurance and cancel for a covered reason. Travel Insurance refunds will be processed by CSA. Please notify us as soon as possible and **contact CSA, 800-554-9839** to begin your claim. A full refund minus a \$50 cancellation fee will be given if you cancel before 90 days of your arrival.
- **Travel Protection Insurance.** CSA travel insurance is available on all reservations. You may decline the insurance. The insurance premium is 6.95% of the total and is non-refundable. No refunds will be made in event of a mandatory evacuation if guest does not purchase travel insurance. Travel insurance is available at any time up until final payment is made. If the "Mandatory Evacuation" order is given, refunds will only be given by CSA travel insurance if you have purchased coverage before the storm was named. To contact CSA call toll free 800-554-9839

- **Check-out Time.** Check-out time is no later than 10:00 AM CT. If you do not vacate the property by 10:00am an extra day rental will be charged. If you do not vacate you are trespassing and law enforcement will be called. Late check-outs may be available for a fee.
- **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.
- **Minimum Stay.** Minimum night stays for HBV properties posted on all websites refers to off season minimum stays. One-week minimum stays will apply for most properties during peak season and holidays. Friday, Saturday or Sunday arrival and Friday, Saturday or Sunday departure.
- **Severe Weather.** We do not refund rent or deposits lost due to cancelled or shortened stays because of weather. Departures due to inclement weather do not warrant refund of rent or deposit. HURRICANE POLICY: CSA travel insurance will refund only if you purchase the insurance before the storm is named. HBV will not issue refund of any rent payments.
- **Damage Waiver Protection.** This protection is added to all reservations at a cost of \$39. This amount is not refundable. This protection covers you for up to \$3000 of accidental damage as long as the damage is not intentional and is reported by your checkout date. There is a claim form that must be signed for this coverage to be effective. The damage waiver insurance can be waived with a refundable security deposit of \$1000-1500, depending on the property. If you choose to put up a security deposit, the security deposit will be refunded in the same format which it was paid within 21 days of departure. Housekeeping will complete a walk-through and note clearly if for some reason a deduction is required from your refund.
- **Maximum Number of Guests.** Guests who exceed the maximum occupancy are subject to immediate eviction and forfeiture of all rental payments and deposits.
- **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 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. RESERVATIONS MADE UNDER FALSE PRETENSE ARE NULL AND VOID AND CHECK-IN WILL NOT BE ALLOWED. This policy includes reservations made by parents 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 two persons under the age of 25.
- **Good Neighbor Policy.** Please be considerate of your neighbors. Any public disturbance of the peace could result in eviction without refund. If law enforcement is called you could be evicted without a refund.
- **No Subletting.** The rental property may not be sublet. Your reservation is not transferable to any other party.
- **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.
- **Payment of Rent.** Rental charges are payable in full at or before check-in. We accept credit card, cash, or e-check with proper identification. There will be a \$35 charge on all returned checks.
- **Key Policy.** Keys to the rental unit must be returned at check-out. Any lost key will result in a re-keying charge. In the event you are locked out after business hours, call our business number and an agent will meet you at the rental property. A lock out fee of \$25.00 will be charged to your credit card on file before agent will come out to

the property. Please make sure you drop your keys off at the location you picked up the keys. Dropping your keys at an office other than HBV could result in a \$25 re-key charge.

- **Linen and supplies.** Laundry facilities are provided either in the rental property or on the grounds of the property for your convenience. Guests are responsible for laundering towels and linens during their stay. On departure housekeeping will remove dirty towels and linens and replace with fresh linen. The property will also be stocked with an initial supply of trash liners, toilet paper, bath soap, and dishwasher soap. Guests are responsible for extra supplies needed. We do not permit towels, sheets, blankets, or furniture to be removed from the property. Guests will need to furnish their own beach towels. Beach chair and umbrella services operate in most areas.
- **Some Rentals include beach set ups as an amenity during season.** However, beach set ups cannot be guaranteed. It is the discretion of the beach set up company based upon weather and other unforeseen events to determine if they will set up. They may not be willing to jeopardize their equipment under circumstances such as bad weather. There will be no discounts or refunds due to disruption of beach service.
- **No underage drinking or use of illegal drugs.** If HBV is made aware of underage drinking or illegal drug use, we will be forced to evict the group from the premises. Both your security deposit and rent will be forfeited.
- **Maintenance Problems.** During your stay, promptly report any maintenance problems to HBV. To avoid any unnecessary charges to credit card resulting from service call for air conditioner or refrigerator please note:
 1. Please do not set thermostat controls below 70 degrees or have doors open with A/C unit running. This will leave the system unable to cool for 12 hours. Guest will be charged service call if air unit freezes due to misuse.
 2. Refrigerator controls should be set on medium. When putting warm food in to an empty refrigerator it will take 24 hours to cool food. Please give it 24 hours for food to cool. At your home you are adding food a few items at a time. Not all warm food at once.

(We add this to our policies because these are problems we incur weekly)
- **Security of Personal Property.** HBV is 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 we find items left in the properties we will ship items at the guests request for a minimum charge of \$25.
- **Internet.** Most properties have internet for your convenience. In case of interruption of internet service Harmony will do everything possible to resolve the problem. No refunds, discounts or relocation due to internet difficulties. If you have internet problems please call our office between 9am-5pm and we will schedule someone to come out and take a look at the problem.
- **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; failure to comply can result in eviction.
- **Agent for Owner.** HBV serves as the agent for the owner of the rental property.
- No refunds will be given for late arrivals or early departures.
- No refunds or discounts will be given for maintenance issues pertaining to the complex: temporary elevator problems, pool shut down for service etc. If construction is a problem HBV will do everything possible to remedy the problem with the contractor. Our goal is for you to have a relaxing vacation.

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- **Housekeeping.** Each vacation rental is cleaned to excellent standards before your arrival and will be cleaned upon your departure. Daily maid service is available for a fee. During your stay you will be responsible for cleaning the property (sweep/vacuuming etc.). When departing please start the dishwasher and take out the trash. Please leave the property in good condition. Additional cleaning beyond routine cleaning may be subject to extra cleaning fee charged to your credit card. Upon arrival please call our office immediately if you find any housekeeping issues, 850-650-0551. We will send our staff to the property to correct any problems. Your satisfaction is important to us. _____ initial
 - **No smoking allowed.** All units are NO SMOKING. If you smoke inside the property, you will be charged a minimum of \$250 to your credit card. _____ initial
 - **Pets.** Pets are allowed only in properties that are designated "pet friendly". A \$250 non-refundable fee is required for pet stays. Pet owners will be financially responsible for any damages and extra cleaning. Having a pet in a property that does not allow pets is grounds for immediate eviction without a refund. You will also be charged the \$250 pet fee if you have a pet in a non-pet friendly property. _____ initial

I have read and agree to the rentals of policies of Harmony Beach Vacations.

Signature

Please print name