

## Abec Resorts Rental Policies & Procedures

An advance reservation deposit of 20% of total stay value (with a minimum of \$500.00) is required at time of booking. The advance reservation deposit will be applied toward the processing and rental fees. Major credit cards are accepted. A cash security deposit will be required when a credit card is not available. Cash security deposits are not applied toward rent and are held in reserve. Cash security deposits will be refunded within 30 days of departure, provided that there are no damages to the residence and no outstanding balance for incidental charges.

All residences are inventoried and inspected before and after each stay. Guests agree to be personally liable for any and all damages to the residence. Guests authorize the use of credit cards presented and/or cash deposits for damages. Damages include but are not limited to:

- a) Damage done to the residence or its contents, including linens.
- b) Missing items upon the departure. (This includes transferring items to other residences.)
- c) Debris, garbage and discards not placed in proper containers.
- d) Soiled dishes not placed in the dishwasher.
- e) Exceeding the maximum occupancy of the residence.
- f) Evidence of smoking in the residence.
- g) Residence left in an excessively untidy condition.
- h) Stains to carpets, upholstery, countertops, or soft goods within the residence.

We respectfully request that you remember you are staying in someone's home during your visit; please treat it with care.

Any damage noticed upon arrival should be reported to the front desk immediately. If damage is not reported, your credit card or cash deposit may be charged for the cost of the repair. All general maintenance should also be reported so the residence can be kept in good repair.

**RESERVATION PROCESSING FEE** | All reservations will be charged a one-time, non-refundable fee of \$100.00 at the time of booking.

**IF YOU MUST CANCEL** | Reservations cancelled 30 to 60 days prior to arrival will forfeit 50% of the advance reservation deposit. Cancellations made within 30 days of arrival will forfeit the full reservation or security deposit.

**IF YOU MUST CHANGE YOUR RESERVATION** | Changes made more than 30 days prior to arrival will not be penalized. Any changes made within 30 days of arrival that result in a shortened stay, change of dates, or change of location may result in loss of the reservation or security deposit. If not made within the appropriate time frame, cancellations or early departures for any reason (including weather) will not warrant any refund of rent or reservation deposit.

**MONTHLY RESERVATIONS OR CANCELLATIONS** | 3-month rentals or longer will be given priority during the winter season. An advance reservation deposit is due within 14 days of booking the reservation, and a minimum \$250 damage deposit (maximum \$500) is due upon arrival. Monthly renters must cancel 120 days prior to arrival to be eligible for a refund of the reservation deposit, less the reservation processing fee. Any change that results in a shortened stay must be made at least 90 days prior to arrival. Failure to comply with either of the aforementioned rules may result in the loss of the reservation deposit.

**PAYMENT** | Full payment is due prior to or at check-in by credit card, cash, or traveler's checks only. Holiday reservations may require pre-payment. Rental rates are subject to Florida state and local taxes. The reserved guest must present the same credit card at check-in that was used for the deposit. **Multiple credit cards, personal checks, and/or cashier's checks are not accepted forms of payment.**

**REFUNDS** | No refunds will be given for late arrivals or early departures.

**FEES** | All stays require a one-time linen setup and cleaning service at the time of departure. The corresponding fee is non-refundable and will be posted to your account upon arrival. **DAILY MAID SERVICE IS NOT PROVIDED.** A variety of housekeeping services may be purchased at additional cost. An initial setup of trash liners, paper products, and toiletries is provided. Replenishment is a responsibility of the guest.

**STANDARD POLICIES** | **CHECK-IN TIME IS AFTER 4 P.M. and CHECK-OUT TIME IS AT 10 A.M.** | Residences are not assigned on a first come first served basis. Early arrivals are not guaranteed an early check in. Although our goal is to have all residences available at 4pm, in certain situations, we may not be able to provide prompt access to the residence. We appreciate your patience and encourage you to enjoy the amenities on property prior to registration. Upon arrival, the

payment balance due must be settled. **Check-in cannot be permitted to individuals not listed as the arriving guest and/or without payment of balance due.**

**ABSOLUTELY NO PETS** are permitted. For sanitary reasons, pets (with the exception of guide animals for the impaired) are not allowed in resort rental residences. If any evidence of a pet(s) is found in your residence or on the premises, you will be asked to vacate immediately with no refund of rent or damage deposit.

**SMOKE-FREE ENVIRONMENT** we are committed to a smoke-free resort for the enjoyment of our guests and the health safety of our associates. With this in mind, please be aware that smoking indoors is strictly prohibited.

**AGE POLICY** | We will not rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent. **NO CHAPERONED GROUPS.** We require that parents or guardians provide adequate supervision of singles under 25 in a ratio of one parent or guardian per two singles under age 25.

**RESIDENCE ASSIGNMENT** | We reserve the right to change residence assignments. When you confirm a reservation, a residence will be assigned, however, no residence request is guaranteed. It is our intent to provide accurate descriptions. Abec Resorts reserves the right to correct any errors in printing and is not responsible for changes in furnishings and equipment. Refunds cannot be given for such errors.

**IMPORTANT** | We suggest you bring beach towels. We do not permit towels or linens to be taken from the residences.

**RATE CHANGES** | Rates are subject to change without notice.

**FALSIFIED RESERVATIONS** | Any reservation obtained under false pretense will be subject to forfeiture of advance reservation or security deposit and/or rental money and the party will not be permitted to check-in or be asked to vacate without refund.

**AGENCY DISCLOSURE** | Abec Resorts of Destin, Inc. serves as the agent and representative of all owners of condominium units on its rental program, and is acting at all times, in and for the best interest of the owners.

**TRAVEL AGENTS** | Some rules or conditions may differ for travel agent reservations. Notification of these variations will be given at the time of booking and with confirmation.

**HURRICANE POLICY** | Refunds will not be issued unless: The National Hurricane Center advises that we are in a named "Hurricane Warning Area"

Abec Resorts will refund:

- 1) Any unused portion of rent from a guest currently registered.
- 2) Any unused portion of rent from a guest that is scheduled to arrive and wants to shorten their stay to come in after the warning has been lifted; and
- 3) Any advance rents collected or deposits for a reservation scheduled to arrive during the warning period.

**GENERAL RULES** | **No boats, RVs, commercial vehicles, or trailers will be permitted on property.** Parking is restricted to one passenger vehicle per bedroom of the reserved rental residence. Abec Resorts will not be held responsible for theft, vandalism, or other damages to the guest's personal property or items left in the residence.

**WRITTEN EXCEPTIONS** | Any exceptions to the above-mentioned policies must be approved in writing in advance by management, and presented at check-in. The Rules and Regulations listed above are meant to protect our guests and owners alike. All guests, as well as owners, are required to conform to all rules and regulations. Violators are subject to eviction, according to Florida Statute 509.141 and/or fines.

**CONTACTING US** | We at Abec Resorts hope you have a wonderful stay. If we can be of further assistance, please call us toll free at 877-447-3767 or locally at 850-351-0566. Thank you for choosing Abec Resorts.

