

RENTAL AGREEMENT & POLICIES

The Rental Agreement & Policies of Luna Beach Properties, LLC are designed to provide you with great service. Please read carefully and follow policies as listed below:

RESERVATION AGREEMENT: A reservation agreement listing rules, regulations, dates of visit and property information will be emailed to you after your initial booking. Carefully CHECK your reservation agreement for accuracy and call (866.512.7387) or email Rentals@LunaBeachProperties.com immediately if any corrections are necessary; otherwise, it will be assumed correct.

RENTAL PRE-PAYMENT & FINAL PAYMENT: Rental Pre-Payment varies by property:

- 1 & 2 Bedroom \$200.00
- 3 Bedroom \$300.00
- 4 Bedroom \$400.00
- The Rental Pre-Payment is a portion of your rent and will be applied to your total rental; therefore it will NOT be refunded following your departure.
- Final payment is due 30 days prior to arrival.
- Payment in full is required at reservation if arrival occurs within 30 days.
- We accept Visa, MasterCard, Discover, Money Order, or Personal Check. You are welcome to use any payment method; however a valid credit card number on file is required.

DAMAGE WAIVER: This Damage Waiver plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$1,000.00. Any damages that exceed \$1,000.00 will be charged to the credit card on file. If, during your stay at one of our Rental Properties, an Insured Person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1,000.00.

TRIP INSURANCE: Trip Insurance provides for incidentals before or during your scheduled trip. Trip Insurance provides reimbursement for unused, non-refundable payments including: mandatory evacuations, sickness, injury or death, extension of school year, armed service revocation.

The cost for Trip Insurance is calculated at 6.95% of the total rental rate, departure fee, tax, & processing fee. **For example:**

Rental Rate	\$1000.00
Departure Fee	\$100.00
Tax	\$121.00
Processing	\$15.00
Total Charge	$\$1236.00 \times 6.95\% = \85.90 for Trip Insurance

Travel Insurance is the sole responsibility of the guest, however we strongly suggest that you purchase trip insurance.

CSA Travel Insurance: <http://www.csatravelpro.com/>

FEES AND TAXES: A \$25 non-refundable reservation processing fee, to cover expenses associated with the initial reservation, is due at reservation time and applies to all reservations. Lodging tax & departure fees varies by property & location.

- Lodging tax varies from 6% in Ft. Morgan to 11% for Gulf Shores & Orange Beach.
- Departure Fees varies from \$70.00 to \$200.00 depending on the size of the unit.

- Parking Passes are also a requirement for most reservations. The cost varies depending on property. Due to parking, no more than two (2) parking passes can be purchased, however overflow parking is available at Luna Beach Properties, LLC.
- Most condominiums prohibit boats/ trailers/etc so please plan accordingly.

CANCELLATIONS, DATE CHANGES AND PROPERTY CHANGES: The reservation processing fee is not refundable. In order to receive a refund of monies paid, minus processing fee:

Daily/ Weekly Rentals—you must cancel more than thirty (30) days prior to arrival date. Cancellations less than thirty (30) days prior to arrival date will forfeit any rents paid, including final payments.

Monthly Rentals—you must cancel more than sixty (60) days prior to arrival date. Cancellations less than sixty (60) days prior to arrival date will forfeit any rents paid, including final payments.

- Substitution of comparable properties may be made without notice or liability, should the property you reserved become unavailable for rent.
- **Note:** *Our cancellation policy does not provide refunds for unforeseen developments such as illnesses, mandatory evacuations, and other similar events that could affect your trip.*
- NO REFUNDS are issued for cancellations or early departure due to inclement weather or personal circumstances inside the cancellation date range. Guests purchasing travel insurance should consult their insurance provider directly to see if they qualify for a refund

RENTAL OCCUPANCY: Violations of rental occupancy restrictions are grounds for IMMEDIATE EVICTION AND FORFEITURE OF RENT.

- The listed "LIMIT" number indicates the maximum number of occupants, including children, allowed in a property at one time. On a few properties we are able to make occasional exceptions. These must be approved in writing and may involve an additional fee.
- Atmosphere conducive to quiet enjoyment of those in surrounding properties must be maintained at all times.
- All rules and regulations at each property must be strictly observed.
- NO HOUSE PARTIES ALLOWED!

MANAGEMENT: This property is individually owned and Luna Beach Properties, LLC has a contractual relationship with the property owners who employ us to act as their agents.

- WE RESERVE THE RIGHT to refund Initial Reservation Payments, refuse rental, or to discontinue occupancy if, in our judgment, your occupancy is detrimental to the property. Property may not be used for any unlawful purpose.
- We reserve the right to enter the premises at any time for the purpose of inspection, repair, management or showing to prospective buyer.
- By renting a property you are assuming all risk of and liability for any damage done to person or property, agents, employees or visitors occasioned by the present or future condition of the premises both latent and manifest. Neither Luna Beach Properties, LLC nor the property owner will be responsible for accidents or injury to guest or loss of money or valuables of any kind.

PREFERRED RESERVATIONS & RATES FOR REPEAT GUESTS: We offer preferred rates for repeat guests on future reservations. We encourage you to book your next years reservation at your reduced rate as you complete your stay if you would like to ensure a specific week. We accept reservations more than one year in advance.

PET POLICY: Pets are not allowed in or on some of our vacation property premises. A pet or evidence of a pet found on the non-pet friendly premises will cause forfeiture of entire rent and deposit and immediate tenant eviction. The exception to this policy is for those renting the properties

which allow small dogs. You can call one of our reservationists to inquire as to the specific pet regulations and details (251.948.2645). A non-refundable fee of \$100 will apply to all "Friendly Pet Property" reservations.

MAINTENANCE: It is important to us that the properties be maintained in good repair. Maintenance providers may access the property for purposes of repairing previously reported issues, or for routine items. We strive to be as unobtrusive as possible while performing these tasks and appreciate your patience—it is important to you and to us that the property be well maintained.

- Please let us know as soon as possible if a maintenance issue arises. Just as might occur at your own home, mechanical failures and other breakdowns could occur. Please call us at 251.948.2645—we will make every effort to correct the situation as quickly as possible.
- NO REFUNDS or rate adjustments will be made for mechanical failures or malfunctioning equipment. Working condition of pools, hot tubs, air conditioners, cable, phones, internet service, TVs, VCRs, DVDs, appliances, elevators, etc. are NOT guaranteed. These amenities are extras provided in addition to the condo or house rental. We will make every effort to correct any situation during your stay.
- CONSTRUCTION -- The continued growth of our area is evidenced by new construction that may be adjacent to or near existing vacation rental properties. You may reserve a property at a time when no construction is nearby, but construction could begin prior to your arrival. We regret any inconvenience but cannot control these situations. Refunds or relocations cannot be considered.

FURNISHINGS:

All of our properties belong to us, our friends, or our clients. Their furnishings will reflect the individual owner's taste. Furnishings and amenities are described in the individual properties listings.

ARRIVAL: Following the receipt of the balance of the total rental amount, we will provide key information for check-in. Wherever possible, we offer check-in at the unit. Your arrival information will be emailed approximately one week before your arrival.

- Check-in begins at 4:00 p.m. CST.
- Early check-in is typically not possible; therefore, we encourage you to enjoy our public beaches and attractions if you arrive in the area early.
- Our housekeeping standards may require extra cleaning time for some properties, which may delay check-in.
- Although keys may be released at 4:00 p.m., no guarantee is made that properties will be cleaned by 4:00 p.m.

HOUSEKEEPING: When you arrive, the unit will be clean and set up with linens. As a courtesy, we have included the following supplies to accommodate the appropriate amount of guests:

- Flat Sheets, Fitted Sheets, & Pillowcases for each bed
- Bath Towels (5 per Bathroom)
- Wash Cloths (5 per Bathroom)
- Kitchen Towel & Rag (1 each)
- 1 roll Paper Towels
- 1 Trash Liner per trash can
- Hand Soap
- 1 roll Toilet Tissue per bathroom

SMOKING: No smoking is allowed inside the property. Evidence of smoking inside the premises will incur a charge of three hundred dollars (\$300.00), plus any additional damage caused by smoke or burns. Please be sure all doors are closed if you smoke outside. DO NOT USE OUR YARDS, PLANTING BEDS, DECORATIVE ITEMS, or DRIVEWAYS AS ASHTRAYS.

GRILLING: The City of Gulf Shores and the City of Orange Beach strictly prohibits grilling on balconies/ decks. There are grills located on the grounds for your use.

DEPARTURE: On time departure is crucial during the peak seasons.

- Check-out time is 10:00 a.m. C.S.T. If you are leaving significantly earlier, we would appreciate notice before your departure. Our housekeepers really appreciate having the extra time to complete their work.
- Late departures may be available with the exception of holidays. If a late departure is requested the check-out time will be 12:00 p.m. The charge for a late departure is \$60.00 and will be charged before departure.
- In the event that a late departure was not granted or requested and the property is not vacated by 10:00 a.m., an additional fee of \$100.00 will be assessed. We are sorry to have to do this, but the next guests will want to check-in at their arrival time!

DEPARTURE RESPONSIBILITIES: Please note the departure responsibilities—

- Take out all trash & garbage.
- Place all used towels and dish clothes in bathtub.
- Remove all linens from bedding and place in bathtub (sheets & pillowcases). DO NOT REMOVE BED SPREADS, COMFORTERS, PILLOW SHAMS, DUST RUFFLES, OR MATTRESS PAD COVERS.
- Wash and put away all dishes (make sure dishwasher is unloaded).
- Set thermostat to 72 degrees in the summer and 68 degrees in the winter
- Turn out all lights.
- Make sure all doors are locked. If you arrived for check-in thru lockbox, please replace key in box and scramble the numbers. If you arrived for check-in at the office, please return keys to the office. There is a drop box at the door for ease.

KEYS: Upon your arrival, you will find two keys for your reserved unit. Typically, there is one key in the lockbox and one key on the kitchen counter, or dining table. In the event of a lost or stolen key, YOU WILL BE CHARGED THIRTY FIVE DOLLARS (\$35.00) PER KEY THAT IS NOT ACCOUNTED FOR!

****Note: Missing items are considered damage!** Missing or damaged linens and towels will be charged back to your credit card. Removing make-up with towels, washcloths, etc. may cause stains that cannot be removed and you WILL be charged for these damages. Blood stains on the sheets are also considered irreparable damage. In the event of a missing pillowcase, we have to purchase a new set of sheets just like you do at home. The following charges will apply:

- King Sheet Sets- \$60.00
- Queen Sheet Sets- \$50.00
- Full Sheet Sets- \$30.00
- Twin Sheet Sets- \$20.00
- Bath Towels- \$12.00 per towel
- Hand Towels- \$5.00 per towel
- Wash Cloths/ Kitchen Towels- \$3.00/ each
- Pillows- \$10.00/ each

PERSONAL ITEMS: We will not be liable or responsible for personal items left behind, lost, or stolen. If you leave an item after checking out and wish to have it returned, please call us as soon as possible and we will arrange for shipment. We will inform you of the shipping cost and you will be billed before the item is returned.

We have made every effort to ensure that all information printed here is accurate, but cannot be held responsible for errors in printing or changes made in furnishings and appliances. The appearance and amenities of some properties may have changed from the photographs as we consistently update properties. Until confirmed, prices and special rates are subject to change. Any exception to the above mentioned policies must be approved in writing and in advance by Luna Beach Properties, LLC management.