

## **Gibson Beach Rentals, Inc. – Sandestin Resort Rental Policies**

*Please treat the property as you would your own home.*

### **Payment**

**Advance Deposit:** 1/3 of Total Booking Charges with a \$450.00 minimum. Advance Deposit was charged to the credit card provided during booking.

**Final Payment:** due 45 days prior to your arrival date. GBR reserves the right to charge the credit card on file for the balance due. If you are booking your reservation within 45 days of the arrival date, then full payment is due at the time of booking.

- Make checks payable to “Gibson Beach Rentals”. Write booking number in “memo”.
- A \$30 Service Charge will be accessed on all returned checks.
- Check must be received within 7 business days of Date Booked or within 3 days of arrival, whichever is soonest, to be considered a confirmed reservation.

### **Falsified Reservations**

Any reservation obtained under false pretense will be subject to forfeiture of advance payment and/or rental money, and the party will not be permitted to check in.

### **Cancellation**

**Daily/Weekly Reservations** cancelled a minimum of 45 days prior to the scheduled arrival date will result in a full refund of your prepayments less a \$200.00 cancellation fee plus tax. Reservations cancelled between 45-30 days prior to your scheduled arrival will result in a refund of half of the "Rent Charges Total" plus tax and full "Housekeeping Charge" plus tax. Cancelling your reservation for any reason within 30 days of your scheduled arrival will result in complete forfeiture of Total Booking Charges.

**Monthly (snowbird) Reservations** cancelled a minimum of 60 days prior to the scheduled arrival date will result in a full refund of your prepayments less a \$200.00 cancellation fee plus tax if pricing has been confirmed and a contract has been signed. Cancelling your reservation for any reason within 60 days of your scheduled arrival will result in complete forfeiture of Total Booking Charges.

## Vacation Rental Insurance

*(Signature indicates Renter was provided option to purchase travel insurance and either accepted/declined. If no amount is listed as a line item charge under the Booking Charges chart, insurance was not added at the time of booking. If the guest wishes to purchase the travel insurance, they have no more than 24 hours after the initial booking time stamp to add the plan by emailing [info@gibsonbeachrentals.com](mailto:info@gibsonbeachrentals.com).)*

CSA Vacation Rental Insurance is available through Gibson Beach Rentals, Inc. only. Please take the time to consider this opportunity to protect your valuable investment. Premiums are calculated at 6.5% of the Total Booking Charges. A full explanation of coverage is available on the Gibson Beach Rental website: <https://www.gibsonbeachrentals.com/policies/>. The full Vacation Rental Insurance amount must be paid in full by 45 days before the Arrival Date or when the last/full payment is processed, whichever occurs sooner. All claims must be filed directly with CSA Travel Protection after cancelling the reservation directly with Gibson Beach Rentals at [info@gibsonbeachrentals.com](mailto:info@gibsonbeachrentals.com).

## Accidental Rental Damage Protection Plan

Gibson Beach Rentals' Accidental Rental Damage Protection Plan covers RENTER for unintentional damages incurred to interior of Booking property beginning Arrival Date at 4pm CST and ending Departure Date at 10am CST. Damages must be disclosed and proper documentation made prior to Departure Date at 10am CST.

This plan is a required plan for all Renter reservations in order to protect the Renter and Property during the dates of stay. This non-refundable plan is included in the Booking Total for the reservation and is not at an additional cost. On Departure Date, a GBR trained staff member will inspect the property for damages and lost/missing items. If damages are made that exceed the allotted amount of \$750.00, items are reported lost/missing, or intentional damages made to the real or personal property are found upon inspection, Gibson Beach Rentals reserves the right to charge the credit card on file in the full amount for replacement of/cost to fix. Terms and conditions may apply.

## Check-In

Check-in time is after 4PM CST. At that time the door code will activate for keyless entry properties. We strive to have all properties available by 4pm CST year round and uphold a high standard for cleans. As a result, not all properties will be available for check-in promptly at 4pm. In the event your property is not available at 4pm, please consider having alternate plans between 4:00pm and 6:00pm CST. If you are checking in early, an additional fee may be applicable and access must be granted by office staff. Without authorized approval from GBR staff, Guest assumes responsibility for any and all damaged/missing items upon your departure inspection and will incur an automatic fee charged to their card on file.

- Check-in using keyless entry: Type door code (provided in app under "Access My Rental") in the electronic keypad. This code will be operational from 4 PM the day of your arrival until 10AM the day of your departure. If your dates of occupancy change, please make sure you have a new code for the full length of your stay.
- Check-in using manual keys: (Lock Box)
  1. Press door code (provided in app under "Access My Rental") on the lock box to access the keys.
  2. 2 removable door keys and 1 permanent door key are located in the lock box
  3. Please DO NOT REMOVE the PERMANENT KEY attached in the lock box. A fee equal to the cost of replacement will be charged against the credit card on file. Emergency lock-out calls may be charged to credit card on file.
  4. Always keep the cover on the lock box when not in use. Lost keys are subject to \$15 fee.
  5. Return all keys to lock box upon departure. DO NOT LEAVE INSIDE THE PROPERTY!

**All required door, gate, and facility codes can be found in the Gibson Beach Rentals app. It is the responsibility of the Renter to contact Gibson Beach Rentals prior to check-in to make alternative arrangements to receive this information if they are unable to use and/or access the app. Gibson Beach Rentals will not be held responsible and will not process refunds or compensation for Renters who are unable to access the door, gate, or building facilities associated with the reservation if the above steps have not been executed.**

### Check-Out

No physical check-out is required; please complete the following. Departure time is no later than 10AM CST. We apologize for any inconveniences, but we cannot allow for late check-outs.

1. Put ALL KEYS back in door lock box (if applicable).
2. Remove food items from refrigerator.
3. Put ALL GARBAGE/trash down the Garage Shoot.
4. Place all dirty glasses, dishes, utensils, pots, etc. into dishwasher and start.
5. Leave all soiled or wet linens in the bath tub.

### Occupancy

Unit (Property.Name) is a (Property.Bedrooms) bedroom, (Property.Bathrooms) bathroom property that sleeps (Property.Sleeps) persons. Additional persons must be approved by Gibson Beach Rentals Inc. and additional charges may apply.

## Age Requirements

Individuals aged 25 or less are prohibited unless accompanied/entire occupancy by parent/guardian. Any falsified reservations not in compliance with this rental agreement will result in immediate cancellation and forfeiture of all funds affiliated with reservation. There is NO underage drinking, partying, nor excessive noise allowed in or around the unit/property. If such activities are reported, this will result in immediate removal from premises and forfeiture of all Rental monies.

## Supplies

The unit is prepared for arrival with the following initial setup items. Daily maid service is available upon request for an additional fee.

- Bedroom\*: 1 mattress pad, 1 fitted sheet, 1 flat sheet, 1 blanket, 2 pillows with protector and case *per bed/sofa sleeper*
- Bathroom\*: 4 bath towels, 2 hand towels, 4 wash cloths *per bath*
- Kitchen\*: 2 towels *per kitchen*
- 1 trash liner *per can*
- 2 soft bathroom paper rolls *per bath*
- 1 Bounty paper towel roll *per kitchen*
- 2 4-cup Folgers pre-filtered coffee packs *per kitchen*
- 1 dishwasher and laundry detergent pod/packet each *per unit*
- 1 travel size soap, lotion, shampoo, and conditioner *per bath*

GBR properties are stocked with the industry standard linen and terry setup; additional linen and/or terry items cannot be guaranteed; requests for additional linen and/or terry will incur an extra laundry free upon departure, billable to the card on file. Towels are not permitted to be taken from the unit. Replacement costs for towels/linens lost, damaged, and/or in need of replacement will be charged against credit card on file. Beach Towels are NOT provided; please bring your own. Our properties are also stocked with the essential amenity setups; we have compared services of local companies and provide more, better quality amenities for our Guests at no additional charge. Due to high occupancy we do not keep these products on hand. If additional amenities (paper products, shampoo/conditioner, detergents, etc.) are requested, these can be delivered to your property for an additional cost. We highly recommend referencing the list above for a list of basic setup items and planning to bring/pick up any additional items you think you will need during your stay to incur unexpected additional expenses.

- Landline based phones are not guaranteed in unit when rented. The law does not demand or require unit owners to provide land based phones to occupants of their rental/lease property. This practice has been implemented due to the mass usage of personal cell phones. GBR suggests that our guests be prepared with portable cell coverage.
- Two lightweight beach chairs and one umbrella are provided by GBR and can be located in the unit's storage closet. There is a \$25 fee for each chair/umbrella missing from the unit upon departure inspection\*.

- Wristbands/Passes
  - If you are staying at West Winds, Beachside II, Beachside I or Luau you may check out wristbands from our office for the pool and beach access points in Beachside II if they are not in the unit upon arrival. A \$5.00 replacement fee will be processed against the card on file in the event bands are missing upon the departure inspection. Replacement costs are at the sole discretion of Gibson Beach Rentals.
  - Most Sandestin properties include shuttle service to Baytowne Wharf. You may check out tram passes from our office in Beachside II if they are not in the unit upon arrival (should be hanging on hook upon entry by primary lightswitch). A \$5.00 replacement fee will be processed against the card on file in the event passes are missing upon the departure inspection. Replacement costs are at the sole discretion of Gibson Beach Rentals.

### Parking Passes

Parking passes will be issued to you at the Security Gate upon initial arrival. The parking pass should be displayed on your vehicle's dashboard. One pass will be issued for the duration of your stay with the name of the individual who booked the reservation. If additional passes are requested, the individual who booked the reservation will need to alert the corresponding guard gate. The following vehicles are not permitted on either resort: RVs, trailers of any kind, or motorcycles.

### Exceptions

Exceptions must in writing, noted on the reservation, signed and approved by Gibson Beach Rentals Management. Property owners from time to time will choose to remove their unit from the rental program or sell the unit with a limited remaining availability. Gibson Beach Rentals Inc. will do their best to fulfill the scheduled reservations request, but it is not guaranteed. At such a given time we reserve the right to change the reservation to a comparable property. This change will be corresponded with the guest via email and telephone. The guest is assured that they will be moved to a comparable property at our discretion, depending on property availability. No two properties are the exact same and inventory and furnishings are subject to change without notice.

## Hold Harmless

Gibson Beach Rentals Inc. and its owners assume **NO** liability for loss, damage or injury to persons or individuals' personal property. Neither Gibson Beach Rentals Inc. nor its owners are liable for any inconveniences, damage, loss or injury arising from any temporary defects or stoppage in supply of water, gas, cable service, electricity, plumbing, as well as due to weather conditions, natural disasters, acts of God, or other unknown reasons beyond their control.

- Printed, web-based, and written correspondence information; rates, unit availability, décor/furnishings and amenities beyond this Agreement are not guaranteed and are subject to change.

## Maintenance/Damages

The unit is inventoried and inspected prior to arrival and upon departure by housekeeping and management. The goal is to ensure everything is in satisfactory condition and performing properly. In the event of damage or maintenance issues, report the occurrence **immediately (within 24 hours of check-in)** to avoid additional cost and further potential damage. Late reports to GBR will be noted however will not serve as a proper and timely notice to our office. GBR is released from all responsibility for housekeeping and maintenance issues if not reported within 24 hours of your arrival. Please respect this property the same as you would your own home. We intend to maintain high standards and create the perfect home-away-from-home for everyone.

- **THERMOSTAT SETTINGS:** Please allow 3-4 hours after check-in for your HVAC system to catch up to the desired temperature before submitting a service order. Please do not turn the thermostat below 67 degrees during high temperature months nor have the a/c running with doors and/or windows left open as these will cause the system to freeze. If you believe your HVAC has possibly frozen, turn the system off. Switch the fan to ON and allow the system to reset which can take up to 12 hours.
- **REFRIGERATOR SETTINGS:** If your refrigerator seems to not be cooling upon check-in, please set to factory default (5/midway point) and wait 24 hours from check-in before submitting a service order.
- Appliances, electronics, and HVAC issues should be reported immediately for repair unless otherwise indicated above. No refunds or discounts are issued based on malfunction; repairs will be handled as necessary to ensure proper and suitable living conditions.
- Gibson Beach Rentals reserves the right to enter the unit during reserved time to complete necessary repairs. Gibson Beach Rentals must respect and implement mandated improvements and repairs as enforced by the HOA, Resort, Federal, State, and Local laws. As the agent for the property owner(s), Gibson Beach Rentals is acting at all times, in and for the best interest of the owner.
- Gibson Beach Rentals is held free from responsibility for acts of theft, vandalism, or damage to guests' personal property.

### Resort Amenity Cards

Amenity Cards are not available for a guest to purchase directly. Sandestin Resort terminated use of the amenities card by the following individuals: FRBOs, independents, or any other independent property management guest(s).

### Internet Services

The Sandestin Resort Associations provide complimentary internet services throughout the entire resort. Please visit your app for login instructions and troubleshooting tips and contacts.

### Parking Clearance Restrictions

Parking garage clearance levels can vary by building. It is the responsibility of the guest to make alternative arrangements beforehand if traveling with vehicles and/or luggage carriers that may exceed the below height restrictions. All parking access garages/lots outlined below are included with your reservation at no additional cost. Gibson Beach Rentals is not responsible for additional fees incurred if guest has to make alternative arrangements due to parking restrictions.

- Luau garage has a clearance of 6'10".
- Pilot House garage has a clearance of 7'6".
- Westwinds garage has a clearance of 9'4".
- Elation/Bahia/Lasata garage has a clearance of 7'2". There is additional parking beside the garage for over-sized vehicles.
- Beachside II lower level parking garage has a clearance of 6'10". The upper level of the garage has a 7'10" clearance. There is additional parking beside the garage for over-sized vehicles.
- Beachside I, Tivoli, Beachwalk Villas, and Northshore do not have parking garages and are open air parking lots.

***\*\*\*\* The information contained herein is seasonal and is subject to change without notice. \*\*\*\****

### Additional Suggestions for an enjoyable visit and departure:

- HOA/COA rules and regulations are in place to keep all owners and guests safe and provide a pleasant experience. All rules must be followed at all times. Any Owner, Gibson Beach Rentals, and building associations reserve the right to exercise eviction authority for reasons deemed appropriate by Management Company or Association. Booking Total will be forfeited in full in the event of an eviction with no refunds available to guest.

- All garbage and debris must be removed from condo and properly disposed upon departure.
- Close and lock all outside doors. Be aware of cross wind drafts which can cause damage to walls behind doors and wall hangs. Broken items are the responsibility of the guest.
- Please leave unit as you found it. Excessive departure cleaning will incur additional charges at the sole discretion of management company. Gibson Beach Rentals reserves the right to charge the card on file with photo documentation provided to guest.
- If you leave any personal items in the unit, they can be returned via UPS at guest's expense.
- Switching of properties is not allowed. Gibson Beach Rentals Inc. units are privately owned properties and subject to reasonable directions of the owners. We reserve the right to change unit assignment. We will do our best to fulfill the reservation with a like property and amenities, but it is not guaranteed.
- **ABSOLUTELY NO PETS ALLOWED.** Violators will be fined \$500.00.
- **ABSOLUTELY NO SMOKING ALLOWED INSIDE CONDO - THIS IS A NON-SMOKING UNIT.** Violators will be fined a minimum of \$750.00 immediately to the card on file upon findings/reportings of any and all use. If smoke or substance smell of any kind is left behind in unit, we will consider your actions a Breach of Agreement and will immediately charge the card on file.
- **NO GRILLING** of any kind is allowed in the unit or on balconies.
- The undersigned guest, his guest, assigns, executors, and administrators, completely and fully legally releases and discharges Gibson Beach Rentals Inc, Owners under contract and their property under management from any and all liabilities, claims, loss or damage of any nature which has been experienced, loss or damages related to any injury or injuries.
- NO refunds will be given for temporary outages of electricity, gas, water, cable, telephones, or other utilities. Outages should be reported immediately.

### Agreements and Conditions

**Cardholder Agreement:** Lessee, (Guest.FullName), agrees to pay Gibson Beach Rentals, Inc. Total Booking Charges due in accordance to occupy (Property.Name) from (Reservation.Arrival) to (Reservation.Departure). All terms and conditions within this rental agreement will be acknowledged and adhered to by all party members during residence. I have read, understand, and agree to the above terms and policies. I agree to pay the Total Booking Charges of (Reservation.Total) according to my credit card agreement.

I **AGREE** to all terms and conditions within the Rental Agreement and Policies.

I **AGREE** Gibson Beach Rentals Inc. has the authorization to charge the credit card that was used to process this reservation for any damage done to the Property, its contents or any items missing realized/discovered after check-out and/or departure date.



I **AGREE** Gibson Beach Rentals Inc and its Owners/Managed properties are free and harmless of any claim or suit arising from the Lease/Contract Agreement. This Agreement shall be governed by and enforced in accordance with the laws of the State of Florida.