

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

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

### **Payment**

**Daily/Weekly guests:** 30% due upon booking. Remaining balance due 30 days before arrival. If booking within 30 days of arrival, full amount is due upfront.

**Monthly/Snowbird guests:** 30% due upon booking (\$500 minimum). Remaining balance due 60 days before arrival. If booking within 60 days of arrival, full amount is due upfront.

### **Cancellation**

**Daily/weekly guests:** Reservations cancelled a minimum of 15 days prior to the scheduled arrival date will result in a full refund of your prepayments less a \$150 processing fee plus tax. Cancelling your reservation for any reason within 15 days of your scheduled arrival will result in complete forfeiture of funds.

Although there is no assurance of our team's success, we will attempt to re-rent the vacation rental to another guest for your scheduled stay. In the event that our team is successful, you will be eligible for a refund equivalent to the amount paid for any nights that are re-rented, minus a \$150 processing fee plus tax.

**Monthly/Snowbird guests:** 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 funds.

### **COVID Cancellation**

**Cancelling due to Covid related events, does not exclude you from being held to our cancellation policy. We highly encourage you to purchase travel insurance, to protect your vacation investment.**

**<https://www.generalitravelinsurance.com/position-statements/coronavirus.html>**

**In short, this is a section from their website. For more details on coverage, please click on the link above.**

### **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.

### **Travel Insurance**

Generali Global Assistance Travel Insurance is available through Gibson Beach Rentals, Inc. Please take the time to consider this opportunity to protect your valuable investment. Premiums are calculated at 6.95% 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 Travel Insurance amount must be paid in full by 30 days before the Arrival Date or when the last/full payment is processed, whichever occurs sooner. All claims must be filed directly with Generali Travel Protection after cancelling the reservation directly with Gibson Beach Rentals by emailing [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 begins at 4 PM CST. At that time the door code will activate for keyless entry properties. We strive to have all properties available by 4 PM CST year-round and uphold a high standard of cleanliness.

As a result, not all properties will be available for check-in promptly at 4 PM. In the event your property is not available at 4 PM, please consider having alternate plans between 4:00 PM and 6:00 PM CST.

Please do not enter the rental without approval from GBR staff, indicating that your unit is ready. Without authorized approval from GBR staff, the guest assumes responsibility for any and all damaged/missing items upon your departure inspection.

Check-in using keyless entry:

You will receive your access codes on the day of arrival via text message using the default telephone number on file. Access codes are delivered by 4 PM CST, but may be delivered sooner if your rental is ready early. You may enter your rental as soon as you receive your access codes via text.

Type your door code in the electronic keypad. This code will be operational from 4 PM the day of your arrival until 10 AM 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.

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 10 AM CST. We apologize for any inconvenience, but we cannot allow for late check-outs. Renter is responsible for leaving the property in an orderly, well-kept condition as the unit was found; moving furniture and/or leaving the unit in an excessively dirty order will result in an additional full housekeeping fee plus tax billable to the card on file immediately.

Documentation photos and correspondence will be provided.

Remove food items from refrigerator/freezer.

Place all bagged garbage/trash down the garbage chute/in designated neighborhood garbage pickup location. Check property information in unit for trash requirements.

Place all dirty glasses, dishes, utensils, pots, etc. into dishwasher and start. Caked on/extremely dirty dishes (or many of them) can incur additional housekeeping costs

Put ALL KEYS back in door lock box (if applicable).

*\*\*We truly appreciate the opportunity to start our day early for those travelers who expect to depart before 10 AM CST. If you know your planned departure time, please text us with your unit number, departure date, and time of departure at (850) 837-1653 -- texting when you actually depart works as well for those of you who are unsure of your pre-planned departure time. Thank you!\*\**

### **Occupancy**

Each of our units have a maximum occupancy determined by the available bedding. 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**

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 fee 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. Gibson Beach Rentals prides ourselves on providing high-quality amenities to our guests and owners. 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.

- 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.

### **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. Golf carts are prohibited in the Tops'l Resort. Sandestin Resort reserves golf cart usage for their property owners ONLY.

### **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.

### Internet Services

Wireless internet service is provided at all rentals.

## 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 foot, 10 inches.
- Pilot House garage has a clearance of 7 foot, 6 inches.
- Westwinds garage has a clearance of 9 foot, 4 inches.
- Bahia/Lasata/Grand Sandestin garage has a clearance of 7 foot, 2 inches. There is additional parking beside the garage for over-sized vehicles.
- Beachside II lower-level parking garage has a clearance of 6 foot, 10 inches. The upper level of the garage has a clearance of 7 foot, 10 inches. There is additional parking beside the garage for over-sized vehicles.
- Beach Manor has a clearance of 6 foot, 5 inches. The Beach Manor Association office can assist with arrangements if needed at (850) 269-0416.
- The Summit and the Tides do not have parking garages and have an open-air, first-come, first-serve parking lot.

*\*\*\*\* 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.
- 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/reporting 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 inside the unit or on balconies. Properties that include grills are encouraged to grill in the designated grilling area.
- The undersigned guest, his guest, assignors, 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.
- It is the responsibility of the renter to review and adhere to all HOA/COA rules and regulations in the building or resort that has been reserved.