

## THE ENCLAVE RENTAL POLICIES & PROCEDURES

The following policies & procedures are in place to help make your stay with us an enjoyable event. We understand everyone is here to have a great vacation and we are here to help you in any way we can

**RESERVATIONS:** A damage deposit of \$200.00 per reservation is required within 30 days of booking a reservation. This deposit is refundable after departure providing no damage is reported.

**IF YOU MUST CANCEL:** Reservations canceled more than 60 days prior to arrival will forfeit the \$100.00 processing fee. Reservations Canceled within 60 days of arrival will forfeit the full 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, or change of dates may result in loss of 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 deposit.

**MINIMUM STAY:** Rental rates are based on a 3 night minimum stay. Longer minimum stays may be required during the summer season or holiday periods. If a rental is taken for less than 3 nights, the guest will be charged a rate higher than the normal 3 night rate. The maximum increase is \$150 daily.

**MONTHLY RESERVATIONS OR CANCELLATIONS:** 3-month rentals or longer will be given priority during the winter season. A deposit of \$200.00 is due within 30 days of booking the reservation. Monthly renters must cancel 120 days prior to arrival. All canceled reservations will forfeit the \$200.00 deposit as a 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 deposit.

**PAYMENT:** Full payment is due 30 days prior to check-in. Rental rates are subject to Florida state and local taxes. Refunds will not be given for late arrivals or early departures.

**INCLUSIVE FEES:** Rates include a one-time linen setup and cleaning service at the time of departure. There is NO DAILY MAID SERVICE. Initial paper products are provided; guests will need to provide their own paper items after initial supply is gone. An initial set up of trash liners and toiletries is provided. Extra items needed are the responsibility of the guest.

**STANDARD POLICIES:** - CHECK-IN TIME IS AFTER 4PM and CHECK-OUT TIME IS AT 10AM During high season, unit may not be ready by 4 p.m., your patience is appreciated. We respectfully request that you remember you are staying in someone's home during your visit; please treat it with the care you would your own. Any damage noticed upon arrival should be reported to (502) 938-1588 or (502) 244-9344 immediately. If damage is not reported, your deposit may be charged for the cost of the repair. All general maintenance should also be reported so the unit can be kept in good repair. Your deposit will be refunded if;

- a) No damage is done to the unit or its content including the linens.
- b) No items are missing upon the inventory check. (This includes, but is not limited to, transferring items to other units.
- c) All debris, garbage and discards are placed in proper containers.
- d) All soiled dishes are placed in the dishwasher.
- e) There was no exceeding the maximum occupancy of the unit.
- f) There was no smoking or evidence of smoking in a designated non-smoking unit.
- g) Unit is left in neat condition.
- h) There are no spills on the carpet or stains on the upholstery from liquids or food stains

**ABSOLUTELY NO PETS:** NO PETS are permitted in rental units under any circumstances, NO EXCEPTIONS. If any evidence of a pet(s) is found in your unit or on the premises, you will be asked to vacate immediately with no refund of rent or damage deposit.

**AGE LIMITS:** 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.

**ASSIGNED UNIT:** When you confirm a reservation, the unit shown is the unit you are renting. We cannot assign you to another unit.

**BEACH TOWELS AND CHAIRS:** We request that you bring beach towels, and beach chairs. We do not permit towels or linens or unit chairs to be taken from the unit to be used at the beach or pool.

**USE OF COMMON AREAS AT THE ENCLAVE:** No skateboarding, roller blading, or bicycling is permitted on property.

**RATE CHANGES:** - Rates are subject to change without notice. If you already have a confirmed reservation we will honor the rate quoted. If you do not have a confirmed reservation we reserve the right to change the publicized rates on the web site.

**FALSIFIED RESERVATIONS:** Any reservation obtained under false pretense will be subject to forfeiture of advance deposit and/or rental money and the party will not be permitted to check-in.

**HURRICANE or DISASTER POLICY:** Refunds will not be issued unless: The National Hurricane Center advises that we are in a "Tropical Storm/ Hurricane Warning area" The day that the National Hurricane Center advises that we are in a "Tropical Storm/ Hurricane Warning area" or When Okaloosa County has issued a Disaster Warning. In the event of these warnings, we will do the following;

1. issue any unused portion of rent from a guest currently registered
2. issue 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. issue any advance rents collected or deposit for a reservation scheduled to arrive during the warning period.

**GENERAL RULES:** No boats or RVs. The owner will not be held responsible for acts of theft or vandalism or other damages to the guest's personal property or items left in the unit. The Policies and Procedures above are meant to protect our guests and owners alike. All guests, as well as owners are required to conform to all Policies and Procedures. Violators are subject to eviction according to Florida

**CONTACTING US:** We hope you have a wonderful stay at the Enclave. If we can be of further assistance, please feel free to contact us at (502) 938-1588 or 502-244-9344. Thank you for choosing The Enclave Condominium in Destin Florida.