



2010 Rental Policies

- **Check-in Time.** Check-in time is between 3:00 PM CST and 5:00 PM CST. In some instances, access to your unit may be unavoidably delayed due to cleaning or maintenance issues. Guests who will be arriving later than 5PM should make late arrival arrangements by telephone prior to arrival.
- **Advanced Reservation Payment.** An advanced reservation payment will be required to confirm your reservation. HBV must receive this payment within ten (10) days from the date we take the reservation. This may be paid by credit card, cash, personal check or e-check. The amount of deposit required is typically 30% of the total rental amount, but may vary. The full amount of the reservation deposit will be credited towards your rent at check-in. Some properties require additional payments and balances paid in full prior to arrival. Reservations made under false pretenses of any kind will result in the forfeiture of all rental payments and eviction.
- **Property Assignments.** You will be assigned a property when you make a reservation, however we are unable to guarantee a specific property due to unforeseen circumstances.
- **Rent and taxes (currently 11%) are due 15 days prior to arrival.** Rates advertised do not include taxes.
- **Cancellation.** Please call our office as soon as possible in the event you must cancel your reservation. If you notify HBV 60 days prior to your arrival we will refund your deposit/final payment less \$50 cancellation fee. You will receive your refund by check 10 to 14 days after cancellation. Within 60 days of arrival **no refunds** will be given unless you have purchased CSA travel insurance. Please notify us as soon as possible and **contact CSA, 800-554-9839** to begin your claim.
- **Travel Protection Insurance.** CSA travel insurance is available on all reservations. It is automatically added to each reservation. You may decline the insurance by signing the waiver and returning it back to HBV within 10 days of receiving your confirmation. The insurance premium is 6.5% of the total and is non-refundable. No refunds will be made in event of a mandatory evacuation if guest does not purchase travel insurance. Travel insurance is available at any time up until final payment is made. If the "Mandatory Evacuation" order is given, refunds will only be given by CSA travel insurance if you have purchased coverage before the storm was named. To contact CSA call toll free 800-554-9839
- **Check-out Time.** Check-out time is no later than 10:00 AM CST. If you do not vacate the property by 10:00 an extra day rental may be charged. Late check-outs may be available for a fee.
- **Pets.** Pets are allowed only in properties that are designated "pet friendly". A maximum of two trained, mature pets (not to exceed 25 lbs. each) are permitted in pet friendly properties. A \$250 non-refundable fee is required for pet stays and additional deposits may be required. Pet owners will be financially responsible for any damages and extra cleaning. Having a pet in a property that does not allow pets is grounds for immediate eviction without a refund.

- **Advance Reservations.** We accept reservations up to one year in advance. We can confirm reservations for a future date, but we cannot confirm or guarantee rates for dates beyond the current published rental rates.
- **Minimum Stay.** One-week minimum stays will apply for certain properties, Saturday or Friday arrival and Saturday or Friday departure.
- **Cleaning Fees.** Cleaning fees are waived with a weekly stay. All daily rentals will be charged a cleaning fee. Cleaning rates will vary depending upon property.
- **Severe Weather.** We do not refund rents or deposits lost due to cancelled or shortened stays because of weather. Departures due to inclement weather do not warrant refund of rent or deposit.
HURRICANE POLICY: CSA travel insurance will refund only if you purchase the insurance before the storm is named. HBV will not issue refund of any rent payments.
- **Security Deposit refunds will be made within 21 days of check-out.** If a property requires a security deposit the security deposit will be refunded in the same format which it was paid. Housekeeping will complete a walk-through and note clearly if for some reason a deduction is required from your refund.
- **No smoking allowed.** All units are NO SMOKING.
- **Maximum Number of Guests.**
Guests who exceed the maximum occupancy are subject to immediate eviction and forfeiture of all rental payments.
- **Family Rentals Only!** All of our vacation accommodations are family rentals ONLY. NO units will be rented to vacationing students or young adults (under 25) unaccompanied by a responsible parent or guardian. A PARENT MUST BE STAYING IN THE UNIT AT ALL TIMES. OUR RENTAL UNITS ARE MONITORED FOR VIOLATION OF THIS POLICY. ALL VIOLATORS WILL BE EVICTED AND ALL RENTAL PAYMENTS AND/OR SECURITY DEPOSITS WILL BE FORFEITED. RESERVATIONS MADE UNDER FALSE PRETENSE ARE NULL AND VOID AND CHECK-IN WILL NOT BE ALLOWED. This policy includes reservations made by parents who do not check in, and/or who leave overnight during the length of the stay. NO EXCEPTIONS! We require one parent or guardian for every two persons under the age of 25.
- **No Subletting.** The rental property may not be sublet. Your reservation is not transferable to any other party.
- **Rates.** Published rental rates are subject to change without notice. We reserve the right to correct rates that may have been misquoted due to human and/or computer error.
- **Payment of Rent.** Rental charges are payable in full at or before check-in. We accept credit card, cash, e-check with proper identification. There will be a \$35 charge on all returned checks.
- **Key Policy.** Keys to the rental unit must be returned at check-out. Any lost key will result in a re-keying charge. In the event you are locked out after business hours, call our business number and an agent will meet you at rental property. A lock out fee of \$20.00 will be charged to you.
- **Housekeeping.** Laundry facilities are provided either in the rental property or on the grounds of the property. The property will also be stocked with an initial supply of trash liners, toilet paper, bath soap and dishwasher soap. Guests are responsible for extra supplies needed. We do not permit towels, sheets, blankets, or furniture to be removed from the property. Guest will need to furnish their own beach towels. Beach chair and umbrella services operate in some areas.
- **Some Rentals include beach set ups as an amenity during season.** However, beach set ups cannot be guaranteed. It is the discretion of the beach set up company based upon weather and other unforeseen events to determine if they will set up. They may not be willing to jeopardize their equipment under circumstances such as bad weather.

- **No underage drinking.** If HBV is made aware of underage drinking, we will be forced to evict the group from the premises. Both your security deposit and rent will be forfeited.
- **Maintenance Problems.** During your stay, promptly report any maintenance problems to HBV. Please do not leave doors or windows open while the A/C or heaters are operating.
- **Security of Personal Property.** HBV is not responsible for any acts of theft or vandalism, or other damages to any personal property or for personal items left by guest in the accommodation at departure.
- **Owner's Property.** We respectfully request that you remember you are staying in someone's home during your vacation. Please treat it with care and leave it in good condition at checkout.
- **Property Rules and Regulations.** Please observe all rules and regulations governing the use of the property you are occupying. These rules apply to both owners and guests, and failure to comply can result in eviction.
- **Agent for Owner.** HBV serves as the agent for the owner of the rental property.