

- **Check-in Time.** Check-in time is between 3:00 PM CT and 5:00 PM CT. 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 payment required is typically 30% of the total rental amount, but may vary. All properties require 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% Okaloosa County or 11.5% Walton County) are due 25 days prior to arrival.** Rates advertised do not include taxes or cleaning fee. Larger properties and homes require balances to be paid 45 days prior to arrival.
- **Cancellation.** Please call our office as soon as possible in the event you must cancel your reservation. Within 90 days of arrival **no refunds** will be given unless you have purchased CSA travel insurance and cancel for a covered reason. Travel Insurance refunds will be processed by CSA. 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. You may decline the insurance. 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 CT. 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 \$250 non-refundable fee is required for pet stays. 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. You will also be charged the \$250 pet fee if you have a pet in a non-pet friendly property. \_\_\_\_\_ initial
- **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.
- **Housekeeping.** Each vacation rental is cleaned to excellent standards before your arrival and will be cleaned upon your departure. We do not provide daily maid service. During your stay you will be responsible for cleaning the property and leaving the property in good condition. When departing please start the dishwasher and take out the trash. Cleaning fees will be charged on all stays.
- **Severe Weather.** We do not refund rent 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. If you smoke inside the property, you will be charged a minimum of \$250. \_\_\_\_\_ initial
- **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.

- **Good Neighbor Policy.** Please be considerate of your neighbors. Any public disturbance of the peace could result in eviction without refund. If law enforcement is called you could be evicted without a refund.
- **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, or 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 the rental property. A lock out fee of \$25.00 will be charged to your credit card on file.
- **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. Guests will need to furnish their own beach towels. Beach chair and umbrella services operate in most 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 or use of illegal drugs.** If HBV is made aware of underage drinking or illegal drug use, 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. We will ship items left by a guest for a minimum charge of \$25.
- **Internet.** Some properties have internet for your convenience. In case of interruption of internet service Harmony will do everything to resolve the problem. No refunds, discounts or re location due to internet difficulties.
- **Damage Waiver Protection.** This protection is added to all reservations at a cost of \$39. This amount is not refundable. This protection covers you for up to \$3000 of accidental damage as long as the damage is not intentional and reported by your checkout date. There is a claim form that must be signed for this coverage to be effective.
- **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; failure to comply can result in eviction.
- **Agent for Owner.** HBV serves as the agent for the owner of the rental property.

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Registered Guest Signature