

Harmony Beach Vacations

Our motto is *Peace, Love and Harmony* that's why we have a detailed policy page so you know what to expect when you choose Harmony Beach Vacations. It is **the responsibility of each guest** to read over and be familiar with our policies. We want you to know everything up front and if you have any questions give us a call, 850-650-0551. We want you to have the perfect vacation that you deserve.

- **Check-in Time.** Check-in time is 5:00 PM CT. In some instances, access to your property may be unavoidably delayed due to cleaning or maintenance issues. We appreciate your patience. We know you are excited to start your vacation. We want to get everything perfect for you and your family. Guests who will be arriving later than 5PM should make late arrival arrangements by telephone the day before arrival. Please refer to your email confirmation for the address for your check in location. **Early check ins** are available for an additional charge on some reservations. Call day of arrival to check on availability for early check in. All guests must have signed the policies page by E-signature before they will be allowed to check in. Policies are emailed to you when you reserve. Please make sure you have read all policies and familiarize your group with the policies. All guests and traveling companions will be responsible for content during your stay.
- **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 if paying by check. The payment required is typically 30% of the total rental amount, but may vary. If purchasing TRAVEL INSURANCE it is an additional charge to the down payment charge. Example if your down payment is \$300 and your travel insurance with CSA is \$82.00 your total down payment would be \$382.00. All properties require balance paid in full **30 to 45 days** prior to arrival except for winter monthly guests. Reservations made under false pretenses of any kind will result in the forfeiture of all rental payments and eviction. Please mark your calendar of balance due date. If balance is not paid in full 30 days before arrival, 45 for larger houses, guest forfeits down payment and the management company will cancel the reservation. It is guest responsibility to make payments on time however Harmony will send guests an email reminder and on the following day call to remind guests balance is due before the reservation is cancelled. After 2 attempts to notify reservation may be cancelled and put back up for rent. There will be no refunds or credit. It is **the responsibility of the guest** to make sure HBV has your most current contact information.
- **Monthly Guests.** Advance rent payment of **at least** \$300.00 is required at the time of reserving and will be deducted from the last month's rent. The balance for the 1st month rent is due 30 days prior to arrival. **Cancellation or changes** of reservations must be made 90 days prior to arrival for all monthly reservations. We do not give refunds for late arrivals or early departures. There are no refunds or credits and we strongly recommend purchasing travel insurance from CSA. We do not take credit cards for monthly stays.

- **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. We always try to give you a comparable or upgraded property if you have to be moved. We will make every effort to give you advanced notice of any changes. Example of an unforeseen circumstance: Air conditioning goes out and we are unable to repair before your arrival. If we are sold out and property damage or other issues prevents guests from staying in the property Harmony Beach Vacations will offer a full refund. HBV is not responsible for any other costs that have been incurred, airline tickets, alternate reservation with another company or rental cars.
- **Guest responsibility.** After you reserve your vacation you will receive an email confirmation. Please look over your confirmation and go to our website www.harmonybeachvacations.com and verify the property you reserved and verify the dates for your vacation. We want all of our guests to be happy with their choice, so please read over the information about bedding, location and amenities offered. We want to make sure everyone is familiar with the property they reserved so there are no misunderstanding about what the property offers. Example: **Wi-Fi**, beach service, heated pool, grills.
- **Rent and taxes (currently 11% Okaloosa and Walton counties) are due 30 days prior to arrival on daily and nightly rentals.** We do not take credit cards for monthly stays. Rates advertised do not include taxes, service fee, or travel insurance. Larger properties and homes require balances to be paid 45 days prior to arrival for weekly and nightly stays.
- **Cancellation.** Within 90 days of arrival **no refunds or credits** will be given for cancellations, changing of dates or properties unless you have purchased **CSA travel insurance** and cancel for a covered reason. Travel Insurance refunds will be processed by CSA and are **subject to their policies** and conditions. **To prevent loss of rental payments we strongly recommend purchasing CSA Travel Protection.**

Please notify us as soon as possible and **contact CSA**, 800-554-9839 to begin your claim. A full refund minus a \$75 cancellation fee will be given if you cancel 90 days or more before your arrival. Please call our office as soon as possible in the event you must cancel your reservation.
- **Travel Protection Insurance.** CSA travel insurance is available on all reservations. If you did not purchase travel insurance please call our office to ask for details, 850-650-0551. You may decline the insurance. The insurance premium is 6.95% of the total and is non-refundable. No refunds or credits 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 800-711-1197. Please note if your payment is declined, charged back or returned for non-payment you will not be covered by travel insurance. The Policy is not valid, HBV will not pay policy for guest.
- **Check-out Time.** Check-out time is no later than 9:00 AM CT. If you do not vacate the property by 9:00am an extra day rental will be charged. If you do not vacate you are trespassing and law enforcement will be called. Late check-outs may be available for a fee on some occasions.
- **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.** Minimum night stays for HBV properties posted on all websites refers to **off season minimum** stays. **Five night** minimum stays will apply for most properties during peak season and holidays. Friday, Saturday or Sunday arrival and Friday, Saturday or Sunday departure, **which varies per property.**
- **Severe Weather.** We do not refund or credit 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.

- **FEES.** A non-refundable service fee will be charged to all reservations. The amount varies by property size and location. The service fee includes one-time cleaning fee, arrival inspection and departure inspection, linen fee, coverage for accidental damage (see details), and reservation processing.
- **Maximum Number of Guests.** Guests who exceed the maximum occupancy are subject to immediate eviction and forfeiture of all rental payments and deposits.
- **Entrance to properties.** Harmony Beach Vacation may access property at any time. Staff will always knock on door and give guest time to respond. They will also announce themselves before entering a property. Staff may enter for maintenance issues, to change A/C filter or if we have received a complaint. For additional privacy most properties have a dead bolt lock for the door that cannot be accessed with the door code.
- **Parking.** Most properties have free parking. If you will be bringing more than 1 car please **email** our office so we can email you back the policies for that property.
Most properties only allow 1 or 2 cars per condo. Most of our houses have parking for a least 3 cars. No boats, watercraft, trailers or RVs are allowed. Guest with boats, trailers, watercraft or RVs in parking area will be charged \$50 a day until moved. Home Owners Association could tow property at owner's expense. Specific properties have vehicle restrictions. Please email about allowed parking for your accommodations.
- **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.
- **Happy Guest Policy.** As we have said we take our Peace, Love and Harmony motto very serious. Everyone on our staff is here to show you respect and kindness during your stay. We want you to have a wonderful time here on the Emerald Coast and we ask you to show the same respect and kindness for our staff, other guests and staff of the resort where you are staying. Any public disturbance of the peace or verbal abuse over the phone or in person could result in eviction without refund. If law enforcement is called to one of our offices or to a property you will be evicted without a refund. We love our job and we will do our best to make your stay a pleasant one!
- **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.** If your property is accessed by a key please make sure 1 key stays in the lock box at all times. When you arrive 2 keys will be on the counter for you to use during your stay. There is a \$25 charge if key is not in the box. At departure \$25 charge for keys not left on the counter. 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 before agent will come out to the property. If you are staying in a property that is accessed by a code please remember to unlock the deadbolt if you are leaving from the back door. If the deadbolt is locked key code will not open door. Capri by the Gulf and Beachside Villas guests please drop keys at onsite office. All other properties please leave 2 keys on counter of the vacation property. Dropping your keys at an office other than HBV office will result in a \$25 charge.

- **Emergencies:** If you have an emergency after hours please call 850-650-0551 and choose line 2 for emergency. This number is to be used for emergencies such as: Lock out of you vacation home, water leak that could cause damage or electrical problems that could cause damage. If you have disruptive or noisy neighbors please call the sheriff's department: Okaloosa Sheriff's Department 850-651-7400 or Walton County Sheriff's Department 850-892-8186. Also please call our answering service so we can follow up on the issue during office hours. 850-650-0551.
- **Linen and supplies.** Laundry facilities are provided either in the rental property or on the grounds of the property for your convenience. Guests are responsible for laundering towels and linens during their stay. Damaged linen will be charged to guest so please be considerate. On departure housekeeping will remove dirty towels and linens and replace with fresh linen. 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.
- **Kitchen supplies.** Each property is furnished with basic kitchen supplies: Pots, pans, dishes and silverware etc. Guests are responsible for washing dishes and putting them away at departure. Kitchen supplies are not professionally sanitized by housekeeping department, this is the responsibility of each guest.
- **Some Rentals include beach set ups as an amenity during season.** However, beach set ups cannot be guaranteed. If it is included in your rental it is free of charge and is **not** reimbursed if it is not available. 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. There will be no discounts or refunds due to disruption of beach service.
- **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.** In order to receive the best possible service, please report all maintenance issues immediately during normal business hours. Maintenance issues are handled in the order that they are received. You do not have to be present for the repairs to be made. Please enjoy your vacation, go to the beach, out to dinner continue on with your vacation if possible and we will do our best to repair the issues as soon as possible. To avoid any unnecessary charges to credit card resulting from service call for air conditioner or refrigerator please note:
 1. Do not set thermostat controls below 70 degrees or have doors open with A/C unit running. This will leave the system unable to cool for 12 hours. Guest will be charged service call if air unit freezes due to misuse.
 2. Refrigerator controls should be set on medium. Setting to the coldest setting will cause refrigerator to freeze up and will not cool. When putting warm food into an empty refrigerator it will take 24 hours to cool food. Please give it 24 hours for food to cool. At your home you are adding food a few items at a time. Not all warm food at once. (We add this to our policies because these are problems we incur weekly)

Security of Personal Property. HBV is not responsible for any acts of theft or vandalism, or other damages to any personal property.

- **Personal Property left behind.** HBV is not responsible for personal items left by guest in the accommodation at departure. Please double check the property at departure. If we find items left in the properties we will ship items at the guests request for a minimum charge of \$25.
- **Internet.** Most properties have internet for your convenience. Internet is provided so guest can check email while on vacation. In most properties internet is not capable of streaming movies or playing games on smart devices. During peak season or if several guests are in the property are using devices signal will be disrupted. In case of interruption of internet service Harmony will trouble shoot the problem over the phone. If further assistance is needed we will provide guests with the internet provider's information so they can contact the provider directly for assistance. No refunds, discounts or relocation due to internet difficulties. If you have internet problems please call our office between 9am-5pm for assistance. If you need internet for work or for home work our office can provide you with suggestions for alternative **Wi-Fi** locations. Wi-Fi provided by property owners is not guaranteed. If you need Wi-Fi for work while on vacation please be prepared to use alternative location.
- **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. Guest shall hold harmless Harmony Beach Vacations and its employees or agents from and against all claim, suits, damages, costs, losses and expenses arising from injury to any person or property occurring on or about the premises
- **No refunds** will be given for late arrivals or early departures.
- **No refunds** or discounts will be given for maintenance issues pertaining to the complex: temporary elevator problems, pool shut down for service etc. If construction is a problem HBV will do everything possible to remedy the problem with the contractor. Quiet hours are 10pm till 8am. Our goal is for you to have a relaxing vacation.
- **Owner's property.** Some properties have garages and/or storage building or closets that are reserved for storage of owner's property. These lockers/safes/closets/garages are NOT included in the rental.
- **Housekeeping.** Each vacation rental is cleaned to excellent standards before your arrival and will be cleaned upon your departure. Daily maid service is available for a fee. During your stay you will be responsible for cleaning the property (sweep/vacuuming etc.) and leaving it in good condition at check out. When departing please start the dishwasher if you have breakfast dishes and take out the trash. Additional cleaning beyond routine cleaning may be subject to extra cleaning fee charged to your credit card. Upon arrival please call our office within 24 hours if you find any housekeeping issues, 850-650-0551. We will send our staff to the property to correct any problems. Your satisfaction is important to us. No refunds are given due to housekeeping errors but we will do everything possible to correct our mistakes.
- **Pool Heating.** HBV is not responsible for the heating of the condominiums pools; each complex has its own rules and guidelines for heating. Some private pools can be heated for an additional charge. If a private home has a heater malfunction or other issue please notify the office and we will make every effort to repair or correct. However no discounts will be given for pool issues.
- **Kitchen supplies and BBQ grills.** Dishes, pots/pans and other kitchen ware is provided by the owner for your convenience. Kitchen supplies are not professionally cleaned/sanitized. It is each guest responsibility to wash and place items in the cabinet. Please be considerate of other guests when

washing and putting away supplies. BBQ grills are provided at some properties. It is each guest responsibility to clean the grill before use and before departing.

- **Departure Procedure.** Please empty all trash cans and remove all trash from the property.

Make sure all dishes have been washed and put away. Your breakfast dishes can be put in the dishwasher and left running for the housekeepers to unload.

Please put dirty towels in the bath tub or shower.

Sheets can be left on the beds. Property inspectors will come in and remove dirty sheets and towels before housekeeping arrives.

Please sweep up any excess sand before departing. Rinsing feet before entering will help with this problem. If your property has a key please return it to the office where you checked in. _____initial

- **No smoking allowed.** All units are NO SMOKING. If you smoke inside the property, you will be charged a minimum of \$250 to your credit card. _____initial
- **Pets.** Pets are allowed only in properties that are designated "pet friendly". A \$150/pet 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
- **Property Damage.** We understand that accidents happen. Please inform us of any damage that occurs during your stay before check out. Accidental damage is covered up to \$1500 with your reservation.
 - **Linen.** Damaged linen is charged to the guests. If linen is damaged an additional charge will be charged to you card on file _____initial

Property Damage Terms and Conditions:

1. Coverage includes accidental damage only.
2. Damage due to negligence or willful conduct is not covered. Harmony management has complete discretion to make that determination.
3. Guest abuse will be charged to the guest. Guest card on file will be charged for damages unless guest makes other arrangements with our office. Signature below authorizes charges for damages for abuse.
4. Damage caused by pets is not covered.
5. Normal wear and tear is not covered.
6. Damage over \$1500 is the responsibility of the guest.
7. Coverage is void if not reported before check out. Guest card on file will be charged for damages.

I have read and agree to the rentals of policies of Harmony Beach Vacations.

Signature

Please print name