

3009 Palm Boulevard, Isle of Palms, SC 29451

THINGS TO KNOW BEFORE YOU ARRIVE

We hope you have a fabulous time while you're here! We have provided the following information to help you plan your vacation, fully understand the rental contract, and answer some frequently asked questions. Please take the time to read this information and your contract carefully.

What is a Vacation Rental? Vacation rentals are VERY different from hotels, motels, and resort stays. Vacation rentals are essentially a real estate transaction and are regulated by the Real Estate Commission. Your rental confirmation is a legal contract between you and the property owner and becomes binding upon signing it or making payment on it. We cannot bend the rules of the contract for any reason.

Who Owns the Property? The home is owned by private individuals, just like you, who have made the property available to vacationers. When you reserve the property, the owner takes the property off the market for your dates of stay, and cannot rent it to anyone else for those dates. Many property owners rent their properties short term during the spring, summer, and fall and long term during the winter months.

Can I Cancel my Reservation? Yes and No. You can cancel your reservation; however you will not get a refund unless the property is re-rented under the same terms as your contract. The owner has a 10% cancellation fee, and the remaining rent with tax is held pending re-rental of the property. After all, the owner did take the property off the market for you and may not be able to re-rent it. Please make sure you are happy with the property before confirming your reservation.

If I don't like the Property when I get there, will you move me to a different one? This is the only property rented by this owner so moving to another property is not an option with this rental.

What are the different charges on my Contract? The rent is the money the owner is charging for your stay. Other charges include the reservation fee or deposit, state, local, and accommodation taxes. The reservation fee is charged to cover the cost of procuring, processing, and accounting for your reservation along with mailing and printing expenses, etc.

Tell me about the Payments. Payments received 45 days or more prior to arrival can be made in the form of personal check, cashier's check, money order, or credit card (Visa or MasterCard). Please note that any payments or charges made by credit card will carry a 5% surcharge. Payments received 45 days or less prior to the arrival date cannot be made by personal check. The confirmation payment must be received within 5 days of making the reservation or the reservation will be cancelled. The final payment must be received 30 days prior to the arrival date. If you prefer, you can make the full payment with the confirmation deposit if you think you might forget to make the Final Payment. With all payments, please arrange for all funds to come from the person's name in which the reservation is held.

What time can I Check-In? Check-in time is after 4:00pm on the day of your arrival. If you arrive before your accommodations are ready, please enjoy the area's beaches, shops, and restaurants. Please do not interfere with our staff's work preparing for your stay or pressure our staff to allow your entry before check-in time. For your own security, do not go into the property until the property is ready. Please do not do any grocery shopping until you have fully checked into the home to avoid spoiled food. Rarely, check-in time may need to be extended for repairs, damages, or extra cleaning from the previous tenant. You must be paid in full, including damage deposit, and signed rental agreement in order to receive full check-in instructions.

What time is Check-Out? The check-out time is 10:00am on the day of your departure. PLEASE NOTE that if you have not departed the property by 10:00am, you will be charged for an additional day's rent. You still need to leave immediately to allow us to prepare for the next guest.

What do you mean by Maximum Capacity? This is the maximum number of people that can occupy the property at any given time, which is 12 persons. The owners are very concerned about wear and tear in the home. Exceeding the maximum capacity will result in eviction without refund.

Also note that maximum capacity means that some of the sleeping spaces are sleeper sofas.

What should I do upon checking-in? Make an inspection of the property and note any damages or needed repairs. If the property has not been cleaned properly, call the owner immediately upon checking-in. We will not be able to send a cleaning company if the problem is not immediately reported within 24 hours.

Refrigerators: Please leave refrigerator and freezer controls set at mid-range settings for the most efficient cooling.

Air Conditioners: Please DO NOT set air conditioning thermostats below 72 degrees or the unit will freeze and it will take longer to cool the area. Air conditioners will only cool approximately 25 degrees cooler than the outside temperature.

What should I do upon Checking-Out? Please review the Rental Guidelines for the home included in your packet. The guidelines will outline the check-out procedures.

What do I need to Bring? You will need paper products (toilet paper, napkins, garbage bags, dish towels, paper towels, etc.) soaps and detergents, beach supplies, minimal cleaning supplies, and any specialty items you may desire during your stay. Several local grocery stores are located on the island or just off the island. The property does include bed linens. Child care items: Please call Baby's Away at 1-800-762-7050 or 843-881-3007 to rent any baby items you may need.

What is Provided? The property is furnished and equipped by the owner and includes, televisions in the family room and each bedroom, linens, pillows, comforters, microwave, coffee maker, pots and pans, dishes, utensils, glassware, and air conditioning. The property does have cable and telephones which allow free local calling. All long distance calls will need to be collect, calling card, or by cell phone. There is also an outdoor grill, deck furniture, and pool furniture.

If you have special needs or a medical condition? We will be glad to help you with any special needs you may require during your stay, but we urge you to plan ahead and keep in mind that the property does require the ability to walk up multiple flights of stairs

Are there Bugs at the Beach? Bugs are a common occurrence in any beach community. Our property has an exterminating contract, but the bugs don't know that and they will still come into the property from time to time. Please keep the following in mind: 1. it is not unusual to see bugs in properties in a beach environment, 2. Dead bugs mean the extermination is working and nothing further can be done, 3. Bugs may take from 1 minute to 12 hours to die after they have entered an exterminated property. Please call us if you have an on-going problem and we will send an exterminator to re-spray.

Grills. There are several very important things to keep in mind about grills.
1. Grills are not permitted on decks unless they are provided by the owner.
2. It is not guaranteed that the grill will be there or that it will be functioning. Our harsh, corrosive environment is extremely hard on these items.
3. As the renter, you are responsible for cleaning the grills. Please refer to your rental guidelines for service charges related to this.
4. Gas, coal. Lighter fluid or wood is not provided.

Family Groups Welcome. Renters should be family groups only. No teen or college groups are allowed, even when chaperoned. Should a group misrepresent themselves, or in the opinion of the owner are detrimental to the property, they will be required to vacate the property without refund. No house parties by any group will be permitted at any time.

Pets. There are no pets allowed on this property.

Will I be disturbed during my stay? During your stay, it may be necessary for repairs, exterminating, or other service providers to enter the property. We will attempt to notify you ahead of time. Entry is required for property preservation for you, future tenants, and the owner, and cannot be held off,

denied, or rescheduled. We regret any inconvenience this may cause but we will keep them to a minimum. We appreciate your cooperation.

Damages to the Property. The owner does take a damage deposit. You must supply a credit card number to be held on file to cover actual expenses for damages above and beyond the damage deposit, i.e. broken items, repairs, stolen property, damage to hardwood floors, excessive cleaning, or any other costs incurred by your group during your stay. In the event you are charged for damages, you will be emailed copies of credit card charges.

What is the Beach Like? Our islands are some of the most beautiful, clean beaches you will find. Like all beaches, we never know what the beach will be like from one day to the next. It's a natural process that changes from one day to the next according to Mother Nature. Some days the waves may be lapping at the foot of the beach access during high tide; other times, the waves may be breaking several hundred feet away. One thing's for sure; it's always awe-inspiring and beautiful.

Some commonly asked questions. Fires and fireworks are not permitted on the beach at any time, leash laws are enforced by the police, and no driving or alcoholic beverages are permitted on the beach.

During your stay, you may have the opportunity to witness a loggerhead turtle laying eggs, or a nest hatching. For these reasons, we ask that you leave ocean front, outdoor lights turned off at night as they disorient the turtles.

Be sure to use designated beach accesses during your stay and stay off the beach's sand dunes. Hefty fines are given by local authorities for disturbing the dunes in any way and for any reason.

Is there Internet Access? Yes, there is internet access in the home and you should be able to connect if you bring your laptop computer.

How many cars can we bring? There can be no more than 5 cars on the property between the hours of 11pm and 9am. The owner encourages each tenant to bring the least possible number of vehicles. Speed limits and towing are strictly enforced.

Can you bend your policies for my reservation? Because your reservation is a real estate transaction, we are bound by state laws and the contracts of the owner. There are unbreakable rules and policies that come with this. For these reasons, please be sure to fully read and understand your contracts.

Things beyond our control. We work very hard to make sure your stay is happy and comfortable. However, there are things that are out of our control, just as there are things out of your control at your home. Please understand that there will be no refunds or discounts offered for such things. Examples of these types of things include: breakdown of air conditioners, TVs, VCRs, electronics and appliances, construction nearby, presence of bugs, beach accesses unusable due to acts of nature, a home not decorated to your tastes, bad weather (including hurricanes), or noisy neighbors.