



## Terms and Conditions

By signing the reservation form or accepting the Terms & Conditions of the reservation form, including the online version, you agree to the Terms & Conditions stated below. The reservation conditions still apply even if the reservation form has not been completed.

## Taxes

All Reservations will be assessed the appropriate local, state, and/or resort taxes.

## Age Restrictions

By agreeing to the Terms & Conditions, you confirm you are at least 24 years of age, able to provide photo identification if asked, and will be occupying the home for the entire duration of the reserved dates. Subletting is strictly prohibited.

## Down Payment

If the home is booked 30 days in advance from the arrival date, a down payment will be due in the amount of 20% of the reservation amount. The reservation is not confirmed until the down payments are received. The down payment is only refundable for 24 hours following the initial booking. After 24 hours the down payment is no longer refundable. If the reservation is made 30 days or less from the arrival date, the entire balance will be due in full at the time of booking.

## Balance Due Date

The total balance will be due 30 days prior to the arrival date. 30 days prior to the arrival, the credit card on file will be automatically charged. Payments may be made prior to this due date at the request of the guest. The balance is no longer refundable within 30 days of arrival date.

## Last Minute Reservations

A reservation made within 7 days of the arrival date is considered a Last Minute Reservation. The total balance is due at the time of booking and is completely non-refundable. A credit or debit card must be used to book the reservation. Cash and personal checks will not be accepted. The same credit or debit card used for the payment must be presented at check-in along with photo identification matching the name on the credit or debit card, presented by the person whose name is on the credit or debit card and identification. No exceptions will be made.



## Check-In / Check-Out Times

Check-In is at 4:00 PM. Check-Out is at 10:00 AM for homes with 5 or more bedrooms, 11:00 AM for homes 4 bedrooms or less. An early check-in or late check-out, if available, would be half of the resorts standard nightly rate. Once confirmed, earliest check-in time is at 9:00 AM and latest check-out time is 5:00 PM. The guest's unique door code will begin and end working specifically at these times.

## Maximum Occupancy

Each home has a maximum occupancy based on the home size and bed count. The number of guests in the home over the age of 3 years may not exceed this maximum occupancy. Feltrim Resorts, LLC reserves the right to cancel the reservation if additional guests are added without prior consent or if the home is over-occupied.

## Vacation Home Use

All of Feltrim Resorts, LLC homes are for the purpose of vacations. No business may be registered to or operated from the homes, whether on a permanent or temporary basis.

## Reservation Transfer

Only the person booking the reservation, and their registered guests not to exceed the maximum occupancy of the home, may stay in the home. Reservations may not be transferred, resold, or sublet to others.

## Professional and Amateur Videos

Feltrim Resorts, LLC does not allow professional or amateur videos for commercial or monetary gain without written consent (Family vacation videos are permitted)

## Website Descriptions

From time to time changes may be made to homes. Feltrim Resorts, LLC will make every reasonable effort to represent these changes on our website. We cannot guarantee that pictures and descriptions will always be completely accurate.



## Home Appliances

For our guest's convenience, every home is equipped with all major kitchen appliances, washer, dryer, coffee pot, toaster, cookware, dishes, glasses, utensils, linens and towels, hair dryers, iron, and ironing board. While Feltrim Resorts, LLC makes every effort to provide guests with a fully equipped kitchen, there may be additional items guests desire that need to be purchased or rented. (For example: exterior gas grills, crock pots, food processors, etc.)

## Starter Household Supplies

This home is self-catering. We have provided "first night" complimentary items such as toilet tissues, paper towels, toiletries including shampoo, bath soaps, washing machine detergent, and garbage bags. It is the guest's responsibility for replenishment of any of these items as needed.

## Cleaning Fees

### Departure Cleaning Fee

All reservations are assessed a cleaning fee that will take place subsequent to departure. The cost of a Departure Cleaning is determined by the size of the home.

### Mid-Stay Cleaning Fee - Optional

Mid-Stay Cleanings are an option guests may choose to add on. A Mid-Stay Cleaning will take place at a time and date specified by the guest and will completely clean the home. This includes taking out trash, cleaning all dishes, cleaning all bathrooms, wiping all surfaces, cleaning all floors, changing bed linens, changing towels, etc. The cleaners will not touch or move personal items so any surfaces beneath personal items will not be cleaned. For Pricing on a Mid-Stay Clean see Addendum A

### Mid-Stay Partial Cleaning Fee – Optional

Mid-Stay Partial Cleaning is an option guests may choose to add on. A Mid-Stay Partial Cleaning will take place at a time and date specified by the guest and will be a partial clean of the home. This includes taking out trash, cleaning all dishes, wiping down all surface, and cleaning floors. Bed linens and towels will not be changed during an optional Daily Cleaning. The cleaners will not touch or move personal items so any surfaces beneath personal items will not be cleaned. The cost of a Mid-Stay Partial Cleaning is one-half the cost of a Departure Cleaning Fee, which is determined by the size of the home.



### **Pool and/or Spa Heat**

Pool and/or spa heat, where available, may be arranged in advance for \$25 per night. Pool and spa heaters are comprised of electrical components, which may occasionally malfunction and may be subject to warranty. Feltrim Resorts, LLC will do everything in its power to ensure pool and spa heaters are repaired quickly. If an electronic malfunction should occur, the guest will be refunded their \$25 per night fee until the pool and/or spa heater is repaired and fully functional. Electrical pool heaters are designed to heat pool water 20 Fahrenheit degrees above the outside temperature, which means they may not warm water to a comfortable temperature in some seasons or times of day. If the ambient temperature falls below 55 degrees Fahrenheit, electrical heaters will automatically turn off to avoid damage to the system. The circumstances in this paragraph are not the results of electrical malfunctions and are not subject to fee refunds.

### **Refundable Security Deposit / Property Protection Fee**

A refundable Security Deposit is required for every reservation depending on the home type. Alternatively, a non-refundable Property Protection Fee, the cost and coverage of which are based on the home type. For a complete list of fees, see Addendum A.

The Security Deposit and Property Protection Fee will cover inadvertent and accidental damages to the vacation home. Any damages exceeding the coverage amount are subject to be charged to the guest's credit card on file. Any damages found to be purposeful or malicious, including but not limited to moving property between homes, unregistered pets, smoking in the home, other excessive cleaning needs, gross negligence, and theft, will not be covered by the Security Deposit or Property Protection Fee.

### **Travel Insurance**

When traveling, guests must keep in mind there are many factors that may affect their plans, including but not limited to weather conditions that may affect flights. Feltrim Resorts, LLC strongly encourages guests to purchase travel protection insurance.

## Pets

Dogs are allowed at some Feltrim Resorts, LLC homes with some restrictions:

- No Rottweilers or Pitt Bulls
- No pets above 30 pounds in weight

A mandatory, nonrefundable pet fee of \$199 plus tax will be assessed to any reservations with pets. The pet fee covers the cleaning of the home, not damages. Should the pet cause damage to the home, additional charges will apply.

All pets are required to be on a leash of no more than 8 feet in length and under the control of an adult 18 years of age or older at all times while outdoors. Guests must pick up after their pets at all times. Pets are not allowed inside any swimming pool or spa, including those at the private homes. Pets are not allowed to be left outside unattended, including being tied to a tether, crated, inside screen enclosures, etc. Any pet creating a noise nuisance may also result in eviction. Not following these rules can result in additional fines and eviction. For the safety of Feltrim Resorts, LLC staff, if a service order has been requested for a home, all pets must be secured in a crate or behind a well-marked shut door (bedroom, bathroom, etc). If any pets are left loose and unattended within a home that Feltrim Resorts, LLC's staff have been authorized by the guest to enter, Feltrim Resorts, LLC is not responsible for lost or injured pets. In addition, the owner will be held accountable for any harm caused to the staff or property as a result. Only pets that have been registered are allowed on property. If a pet is found to be unregistered, a fine of \$500 will be assessed and the guests evicted from their home without refund.

## Service Animals

Service animals are welcome at Feltrim Resorts, LLC. Guests are asked to make our Guest Services team aware of their service animal before or during check-in.

## Smoking

Smoking is strictly prohibited inside all vacation homes. A fine of \$500 will be assessed for smoking inside the home, in addition to the cost of repairing any smoke-related damages and eradicating smoke related odors. The Property Protection Fee will not be used to cover damages from smoking. Smoking is allowed outdoors only, including outdoor screen enclosures. Guests are asked to keep doors and windows closed at all times while smoking outdoors in order to avoid smoke traveling inside the home.

## Parking

Cars may be parked in authorized garages and driveways. Cars may not be parked on the street or any grassy areas. Each resort may have unique parking regulations that need to be adhered to at all times. Any unauthorized or illegal parking will be towed at the owner's expense.

## Oversized Vehicles

Oversized vehicles, such as RVs, campers, trailers, etc., will not be allowed to park in driveways or roadways. They may be parked temporarily for the purpose of loading or unloading only. Feltrim Resorts, LLC Guest Services Team will make recommendations for oversized vehicle parking.

## Parties and Specials Events

Feltrim Resorts, LLC offers homes in vacation communities, and its homes are for vacation purposes only. Parties, weddings, and other events that exceed the home's maximum occupancy or being held in public areas need to be arranged through Feltrim Resorts, LLC prior to arrival. Slides, trampolines, and inflatable equipment may only be used with the written consent of Feltrim Resorts, LLC, in neighborhoods where allowed. Unapproved events and equipment may lead to eviction without refund.

## Cancellation Policy

Cancellations made 31 days prior to arrival will receive a full refund. Cancellations made within 30 days of arrival, forfeit 100% of the reservation total. However, reservations are transferable until 24 hours of arrival at no charge, to a later date up to 1 year from the originally reserved check-in date and is subject to availability. Should the guest wish to re-book for a date priced at a higher level, and/or stay for a longer period, the balance of the higher rate is due to Feltrim Resorts LLC in order to secure the booking. Feltrim Resorts LLC retains any and all excess funds collected during the original reservation for re-booking at a lower rate. Blackout dates do apply.

## Allergies

Our vacation homes are used by a variety of guests. We have strict cleaning standards, though we cannot guarantee a peanut-free or otherwise allergy-free home, including but not limited to allergens resulting from pets, foods, pesticides, soaps, lotions, perfumes, air fresheners, etc.



## Arrival Instructions

**48 hours prior to arrival an email will be sent with the access code and arrival instructions for the reservation. All access codes are unique to each reservation and begin strictly at the 4:00 PM check-in time (9:00 AM for prearranged early check-in) on the reserved arrival date and will end strictly at the 10:00 AM or 11:00AM check-out time, depending on the size of the home (5:00 PM for prearranged late check-out) on the reserved departure date.**

## Complaints

**Feltrim Resorts, LLC always aims to exceed expectations of each guest. If anything fails to meet your expectations, we ask you immediately report it to our team. Although Feltrim Resorts, LLC does not accept liability for equipment failure and/or services in the property, we will work with you to ensure your satisfaction. All issues must be reported during your stay or up to three days (72 hours) after your check-out time. Complaints filed after this time period will not be subject to refunds or credits.**

## Liability

**Feltrim Resorts, LLC cannot accept liability whatsoever for any injury sustained by any guest or visitor to the house, grounds or swimming pool, or for any loss or damage caused to any possessions brought onto the rental property. Without any restrictions, Feltrim Resorts, LLC shall not be liable for any loss or damage arising in connection with the guest's stay in the property caused by matters beyond reasonable control, including acts of God, surrounding construction work, excessive disturbance of neighboring properties, failure of utility supplies such as water, electricity, gas or air conditioning. We will make every effort to respond and minimize any disruption caused during the rental period.**



**Addendum "A"**

**I fully acknowledge that I am aware of the Cleaning, Security Deposit, and Property Protection fees for each home type listed below.**

HOME TYPE	CLEANING	MID-STAY CLEAN	Security Deposit	Property Protection	Property Protection Coverage
2 BED TOWNHOME	\$97.99	\$77.99	\$100.00	\$50.00	\$1,500.00
3 BED TOWNHOME	\$107.99	\$87.99	\$100.00	\$50.00	\$1,500.00
3 BED POOL HOME	\$127.99	\$92.99	\$200.00	\$100.00	\$3,000.00
4 BED POOL HOME	\$147.99	\$102.99	\$200.00	\$100.00	\$3,000.00
5 BED POOL HOME	\$162.99	\$112.99	\$200.00	\$100.00	\$3,000.00
6 BED POOL HOME	\$172.99	\$122.99	\$200.00	\$100.00	\$3,000.00

This resort operates and is licensed through the Florida Department of Business and Professional Regulation, Division of Hotels and Restaurants. The Resort will operate under the laws of the Florida Statute 509.092 as a Public Lodging and Food Service establishment.

Property Protection Non-Refundable Fee: \_\_\_\_\_

Property Protection Hold: \_\_\_\_\_

**I HAVE READ AND UNDERSTAND THIS AGREEMENT AND I ACCEPT AND AGREE TO ALL OF ITS TERMS AND CONDITIONS.**

\_\_\_\_\_  
**Name (Please Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Initial: \_\_\_\_\_