

# RESERVATION INFORMATION

## RESERVATIONS:

Our offices are open seven days a week year-round from 8:30 a.m. to 5:30 p.m. (with the exception of Thanksgiving Day, Christmas Eve, Christmas Day and New Year's Day). What's your request? Tell us your ideas of the perfect get-away and our Request Manager will customize your vacation. Call (800) 338-3233 or visit our web site [outerbanksrentals.com](http://outerbanksrentals.com) twenty-four hours a day to search for availability and to make your reservations.

## EXTENDED STAYS:

Stay longer and pay less! Homes advertising Extended Stays are offering you the opportunity to extend your vacation. Stay four consecutive weeks for slightly over half price. Call your Request Manager at 800-338-3233 for details and availability.

## SHORT STAYS:

From September to the middle of May, short stays on most properties are calculated by dividing the rental rate in half plus taxes. Amenities such as Carolina Club (bed and bath linens), private pools and hot tubs are not included in the partial rate. If requested, these services can be provided at an additional charge. Golfing assistance, Corporate Retreats, Reunions, Weddings or various Specials designed for family short stays of three or more nights are available upon request. Reserve your short stay thirty days in advance.

## PAYMENTS:

In order to encourage our green business initiative we have made some environmentally friendly changes to our business processes. Leases are emailed with the use of e-signature software unless other arrangements are necessary. Payments options include but are not limited to e-check, credit cards and certified funds. A valid credit card is needed to confirm your reservation. Call our office with any delays or special requests. Payment is due in full if reservation is made with an arrival date of less than thirty days.

**ADVANCE PAYMENT:** Your first payment (Advance Payment), Travel Interruption Insurance and 50% of the Rental Rate and full administrative fee is due seven days after making your reservation. Travel Interruption Insurance is considered DECLINED if a payment is not included with your advance payment. Travel Insurance is not an option if reservation is made less than seven days before check-in. Travel insurance cannot be declined once paid.

**BALANCE PAYMENT:** The balance of rent including State Sales Tax, County Lodging Tax, Security/Damage Deposit and any other fees that may be applicable is due in our office THIRTY days prior to your arrival. Taxes are subject to change and payable by tenant with balance payment. **Final payment on balance must be paid thirty days before arrival. Unpaid balances on the day of arrival can only be taken after the 4:00 p.m. check-in time! A \$25 late fee will be added for all payments made on the day of check-in.** All payments must be made in U.S. Funds.

## LINENS:

On homes that are not part of the Carolina Club, a linen package will automatically be added to your reservation. Linen packages include sheets and towels and cannot be altered for just one or the other. If you do not wish to purchase the linen package, you will need to initial to decline it on your lease.

## RESERVATION ADMINISTRATION FEE:

A reservation administration fee will be assessed on each reservation and is a non-refundable fee.

## CREDIT CARDS:

If you would like the convenience of paying by credit card, a nominal non-refundable convenience fee will be charged. A \$25 late fee will be added for all payments made on day of check-in.

## RETURNED CHECKS:

There is a \$25 Service Charge for any check that is returned unpaid from your bank. Payment and Service Charge must be paid immediately by certified funds or your reservation is automatically canceled.

## VACATION INTERRUPTION INSURANCE:

Insurance coverage is offered for those who want financial coverage for their vacation, such as death in the family, medical emergency, as well as mandatory evacuations. Vacation Interruption Insurance is automatically added to your reservation total. If you do not wish to purchase this coverage, you **must initial** your lease where indicated. Insurance payments are not refundable and can not be canceled after purchase. If we do not receive your payment for insurance with your lease, the Vacation Interruption Insurance is considered declined by

you, may be reinstated with balance payment and note of acceptance.

## CANCELLATIONS AND/OR TRANSFERS:

Notice of cancellation must be received in writing. If the home is re-rented, money paid less Insurance payment, administrative fee and \$150 Cancellation Fee (plus tax) is returned to you within thirty days (once receipt of payment from the new guest is received). If the home is not re-rented all funds received are FORFEITED and balance due immediately. Transfers (changing date of stay) within the same home require a \$50 Transfer Fee (plus tax). Transfer from one home to another is considered a cancellation. Dropping a week from a reservation for multiple weeks is considered a cancellation for any of the dropped weeks.

## SECURITY DEPOSIT:

You have the following options: Option 1: Payment of a refundable amount (may differ on each home). Refundable Security Deposit is returned to you within 45 days after the rental home is inspected and no damage is found, or if damage is found, a receipt of charges and documentation is mailed to you within forty-five days of your departure; Option 2: Purchasing the Security Deposit Protection Plan \$69.00. Purchase of this plan does not negate your responsibilities as a Tenant. If theft or inadvertent acts or omissions occur they **MUST BE FILED AT CHECK OUT**. See description of coverage for details. Any damages not reported and/or intentional will result in charges to credit card or security deposit. Credit card charges are subject to a non-refundable convenience fee.

## GRILLING:

No grilling on decks. This is prohibited and is grounds for eviction.

## BEHAVIOR:

Stan White Realty and Construction, Inc./Duck's Real Estate reserves the right to terminate a lease from the result of abuse to staff. We are here to assist you.

## EARLY CHECK-IN:

Early Check-In is available on a limited basis and is not offered on 5 bedroom homes or larger. Early Check-in is at 1:00 p.m. and at a cost of \$75 (plus tax) extra. This fee is due with your balance payment and applies whether or not you arrive by 1:00 p.m. This service cannot be guaranteed. Circumstances beyond our control must be factored in (owner stays, maintenance, extra cleaning, etc.). While we will make every effort to honor your request, it may not always be possible and your Early Check-In fee will be refunded if an uncontrollable circumstance occurs. Pools and Hot tubs will not be ready for use until 4:00 pm.

## CHECK-IN:

Your vacation home is available for you at 4:00 p.m. on your arrival date. Be aware that no keys will be released prior to 2:00 p.m. other than early check in. Lease takes effect at 4 pm and occupancy not permitted before. Failure to comply will result in charge of an extra days rent. If you plan on arriving before this time, please plan to visit the many local attractions on the Outer Banks. Do not go on the premises or park your cars at the home you are renting before it is released to you. This delays the cleaning/inspection/maintenance and will delay your check-in. Late Arrivals: if you plan to arrive after 5:30 p.m. and you are paid in full, please contact your check-in office for instructions. Two sets of keys are available to you at check-in. There is a \$5.00 charge for extra keys requested or if keys are not returned at check-out. After hours check in is not available for reservations with balances due. Reservations must be paid in full to allow check in after office hours.

## CHECK-OUT:

10:00 a.m. with no exceptions! Failure to comply will result in charges of an extra days rent. You are to leave your vacation home in the same condition as you found it, to include putting your trash out, cleaning your dishes, straightening furniture and putting it back in its original location. Failure to do so could result in security deposit charges.

## CLEANING:

Your vacation home is cleaned before your arrival. We can clean for you at a nominal fee mid-week or between multiple weeks. The cost varies per house and must be arranged with our office at least ten days prior to check-in. The VACATION RENTAL ACT requires tenants to maintain dwelling unit such as "Keep that part of the property which he or she occupies and uses, as clean and safe as the condition of the property permits and cause no unsafe or unsanitary conditions in the common area and remainder of the property that he or she uses. Keep all plumbing fixtures in the property or used by the tenant as clean as their condition permits". Failure to leave house in inhabitable condition may result in security deposit or credit card charges.