

CHRIS HENDERSON REALTY  
GENERAL RENTAL INFORMATION

**PROPERTY DECOR:**

All properties are furnished and decorated by the individual Homeowner, so no two are exactly alike. However, all properties must meet specific requirements established by Chris Henderson Realty in order to participate in the Chris Henderson Realty Rental Program. By selecting one that is listed for rent with this office, you will be assured of quality accommodations. In addition, our cooperative staff is readily available to help you should you have any problems during your stay. We provide 24 hour maintenance service for emergencies during your stay.

**CHECK-IN / CHECK-OUT DATES:**

Properties rent either from Saturday to Saturday or Sunday to Sunday. During the off season, or if availability permits us to do so, you can rent starting any day of the week. Many of our properties will rent for shorter stays during the off season. Call our office to request stays for less than a week or to alter check-in, check-out days. Visit our website, [www.chrishendersonrealty.com](http://www.chrishendersonrealty.com) for OFF SEASON SPECIALS and HOT DEALS.

**WHAT TO BRING:**

Along with your personal items, we suggest you bring beach towels/beach blankets, beach chairs, any and all paper products (toilet paper, paper towels, napkins, etc.), dishwasher, dish, laundry detergents/soaps, etc. Also bring trash bags, tall kitchen size, and anything else you think you might need. Some owners have chosen to provide some of these items. If they are provided, please feel free to use them and be sure to leave remaining supply for the next guests.

**SLEEPING ACCOMMODATIONS:**

Bedding varies by property and is listed in the description of each property on our website. If you have already received your lease, the bed sizes are listed at the bottom.

**MAXIMUM DENSITY (Number of persons permitted to occupy property)**

This number includes children over 3 years of age. Please do not jeopardize your stay with us by attempting to exceed this limit. These density requirements are established and enforced by the condominium Associations or by the property owners for individually owned homes. Should you have more persons than permitted and noted on your lease, you will be asked to leave and will forfeit any rental and security monies.

**LINENS:**

Most properties provide all the linens. Some do not. This is also noted on your lease. If linens are provided, and you use them as opposed to bringing your own, you are required to launder them prior to checking out. They should be placed neatly in the linen closet, unless other wise instructed, prior to checking out or you may pay to have them laundered. There will be a charge if linens are found wet, dirty, or if the maids have to launder them. Prices are per

item. This charge will be deducted from your security deposit. When you arrive, the beds will not be made since so many tenants prefer to bring their own. There should be two bath, two hand and two wash cloths for each person up to the number of persons permitted.

#### **MAID SERVICE:**

We do not provide daily maid service. All properties are professionally cleaned between tenants. If you are staying two weeks or longer, your unit will be cleaned at the end of each week in most properties. Seasonal tenants do not receive weekly maid service. Arrangements for daily or additional maid service can be made at the time of check-in for an additional charge.

#### **KITCHENS:**

All kitchens are fully equipped with dishes, glasses, silverware, cooking utensils, pots and pans, serving dishes and platters, knives, small kitchen appliances such as toaster, coffee maker, blender, etc, Appliances include refrigerator/freezer, stove with oven, dishwasher, garbage disposal, and microwave. Belldon`s Coastal Colors Penthouses, and Courtyard Homes have wine coolers. Chris Henderson Realty has specific inventory requirements. If you feel that something should have been provided that was not, call our office and we will do our best to accommodate your request.

#### **TELEPHONES:**

The majority of our properties supply local phone service. If the owner does provide long distance service, you will be charges for any call plus a \$1.00 service charge for each call made, plus applicable taxes. If you have a cell phone, keep it on and charged so we can reach you if necessary. Please provide us with an additional cell phone number in case the first one is not available.

#### **INTERNET SERVICE:**

Chris Henderson Realty recommends that owners provide internet service. Some owners do and some do not. This will be noted in the description of each individual property. If you need internet access during your stay, be sure to ask this when making your reservation.

#### **SECURITY DEPOSIT:**

Security deposits range from \$300.00 to \$1,000 depending on the property and length of stay. Security deposit amount is listed on the website for each property. For stays longer than 2 weeks, we require an additional deposit of \$100.00 per week. Seasonal rentals require a security deposit of 10% of the total rental amount. Your security deposit will be returned to you approximately 60 days after checkout. In order to allow time for owners to forward charges for phone calls, movie rentals, etc. and for bills to be prepared for laundry service, additional cleaning required, missing items, lost pool tags, parking cards, keys, garage door openers, and for repair of damages that may have occurred during your stay. We do expect normal wear and tear, but if damage is the result of tenant neglect, abuse and/or misuse, you will be

billed accordingly. If the repair or replacement cost exceeds the amount of the security deposit, you will be billed for the excess. Also, you may be charged for any fines assessed for violations of rules and regulations. If you smoke in a non-smoking unit, your entire security deposit may be withheld in order to complete required cleaning.

#### **CHECK-OUT RESPONSIBILITIES:**

You will receive check-out instructions when you check in. Please read these to avoid any unnecessary charges. While we do not expect to find the property in perfect condition, we do expect that you leave the property in reasonably clean condition, with floors swept, trash and recyclables removed and placed in proper containers, dishes and kitchen equipment put away in clean condition, refrigerator wiped of major spills, sleep sofas free of debris, etc., and all furniture must be where it was originally placed. Charges to correct these items will be deducted from your security deposit...

#### **CANCELLATIONS/TRANSFERS:**

If it is necessary to cancel or transfer your reservation after your deposit has been received, there is a \$100.00 cancellation/ transfer fee for each week cancelled. Providing that the property is re-rented at the same rate, with no loss to the agent or owner, any monies paid by the tenant will be refunded at the end of the rental season. If the property is not re-rented, there will be no refunds and the tenant will be responsible for the entire balance due. If you transfer your reservation to another property, an entirely new reservation must be made. When the cancelled property is re-rented and the new reservation deposit is received, we will credit the amount from your first reservation or issue you a check for the balance.

#### **PARKING:**

There are no extra parking spaces available other than those assigned. In most cases, oversized vehicles and luggage carriers (turtles) cannot be accommodated, due to parking garage height restrictions. Any vehicle without a parking permit will be ticketed and possibly towed at the vehicle owner's expense.

#### **GUESTS:**

Feel free to have guests visit you during your stay. However, in most cases, they are not permitted to use the pool or pool deck or stay overnight, unless you are under the density limit in your property. Only the names appearing on the lease have these privileges. If you have guests, please be conservative and considerate and do not cause your good time to interfere with other guests.

#### **CHECK IN AND CHECK OUT TIMES:**

Our office is open during the summer months from 9:00 a.m. to 7:00 p.m. on Friday, Saturday, and Sunday and from 9:00 a.m. to 6:00 p.m. Monday thru Thursday. Please call our office to make arrangements for late check-ins and early check-outs.

Enjoy your vacation and please call us for any additional information. 609-729-4888.