

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. Even so, they do vary and some are nicer than others which is evidenced by the star ratings and pricing. However, all are well maintained and very clean. 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 mechanical emergencies. If you lock yourself out after the office has closed, there is a \$20.00 service charge for someone to let you back into your property.

CHECK IN CHECK OUT DATES

Properties rent either Saturday to Saturday or Sunday to Sunday. During 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.

WHAT TO BRING

Along with your personal items, we suggest that you bring beach towels/beach blankets, beach chairs, and all paper products (toilet paper, paper towels, napkins, etc.), dishwasher and laundry detergents, soaps, etc. Also bring trash bags, tall kitchen size, and anything else you think you might need. Some of the owners have chosen to provide some of these items. If they are provided, please feel free to use them and be sure to leave the remaining supply for the next guests. The Grand provides beach chairs and umbrellas. There is a concierge service that will make these arrangements upon request. No charge.

LINENS AND TOWELS

Most properties no longer provide all the bed linens or towels. There are a few who still do. In this case, you will have to pay to have them laundered or launder them before you leave. This will be indicated on your lease. Therefore, unless otherwise specified, you will have to bring your own towels, wash cloths and bed linens. As usual, pillows, blankets, spreads and mattress pads will be provided. You might want to rent the linens & towels from Wildwood Rental, at 609-522-2724.

MAXIMUM DENSITY (Number of persons permitted to occupy property)

For most properties this number includes children of 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 than the number permitted and noted on your lease, you will be asked to leave and will forfeit any rental monies and security deposits that you paid, or pay a fine and have the excess persons vacate. Coastal Colors and Ocean Place include all persons regardless of age, so all children including infants are included in the maximum density requirement.

MAID SERVICE

Daily maid service is not provided. 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 rentals do not include weekly cleaning. Additional cleanings at your expense are available upon request.

KITCHENS

All kitchens are fully equipped with dishes, pots and pans, glasses, flatware, serving dishes and platters, cooking utensils, knives and small kitchen appliances such as toaster, blender, coffee maker, some have Keurigs, mixer, etc. Appliances include Refrigerator/freezer, stove with oven, dishwasher, garbage disposals (a few exceptions), and microwave. Coastal Colors Penthouses and single family homes, have wine coolers. Chris Henderson Realty has specific inventory requirements which is quite extensive. But, if you feel that something should be provided that wasn't call our office and we will do our best to accommodate you.

TELEPHONES

The majority of our properties supply local phone service. If the owner does provide long distance service you will be charged for any call plus a \$1.00 service charge plus applicable taxes. If you have a cell phone, be sure to keep it on and charged in case we need to reach you. Cell service is somewhat sketchy at La Quinta del Mar, Seapointe and the Grand, so be sure to let others know to reach you on the house line for that particular property. Please provide us with an additional cell number in case the first one is not available.

INTERNET

Chris Henderson Realty recommends that owners provide internet service. However, there are a few who do not only because the internet reception can be intermittent. However, at both Ocean Place and Ocean Towers, service is very good in front of my offices and is available 24/7.

CANCELLATIONS/TRANSFERS

If it is necessary to cancel or transfer your reservation after your deposit has been received and your lease prepared, there is a \$100.00 cancellation/transfer fee. If the property is re-rented at the same rate, with no loss to the owner or agent, any monies paid by the tenant will be refunded to you. 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 minus the \$100.00 fee.

TRAVEL INSURANCE

Travel insurance is available through Chris Henderson Realty. The cost varies in accordance with the rental amount. We highly recommend purchasing this insurance which covers the rent in the event of an illness or death for any member in your group, and also in the event of an mandatory evacuation due to weather conditions. There are many other things included in this insurance. Additional information is available on our website. This should be purchased at the time you make your reservation as your deposit will be covered immediately from that point on, but it can be purchased closer to your check in date.

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 the garage height restrictions. You will receive a parking permit at check in . Please display this on your mirror or on the dashboard. Any vehicle without a parking permit will be ticketed and possibly towed, at the vehicle's owner's expense. Never park in someone else's space that is not assigned to you. Additional vehicles must be parked off the premises.

GUESTS

Feel free to have guests visit you during your stay. However, they are not permitted to use the pool or pool deck or stay over night unless you are under the maximum 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 guest's peaceful enjoyment.

SECURITY DEPOSITS

Security deposits range from \$300.00 to \$1,500.00. Amounts are listed on our website for each property. For stays longer than two weeks, we require an additional \$100.00 per week. Seasonal rentals require 10% of the total rental amount. Your security deposit will be returned to you approximately 60 days after check out in order to allow time for owners to forward charges for phone calls, movie rentals, etc., and for bills to be prepared for repairs for damages that might have happened during your stay, additional cleaning, missing items, fines, lost keys, parking cards, pool tags, FOBS, etc We do expect normal wear and tear, but if the damage is caused by tenant carelessness, misuse, abuse, neglect, or disrespect, you will be billed accordingly. If the repair exceeds the amount of the security deposit, you will be billed for the excess. Be sure to complete and return your Inspection Form that you will receive at check-in.

INSPECTION REPORT

At check in you will receive an inspection report form requesting any repairs that you would like to be made during your stay. More importantly, it asks you to list any existing damages that you find. We do our best to take care of these items through out the summer between check in and check out but there may be a few things that we cannot get to in that short window. This report is very important, and protects your security deposit. If you choose not to complete it, you might be charged for something for which you are not responsible. So please take a few minutes to fill out this form, and return it to our office. For properties not at our office locations, a courier will come to pick it up the day after check in.

CHECK OUT RESPONSIBILITIES

You will receive check out instructions at check in or they will be placed in your door before check out. Please complete these items in order 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 reasonable clean condition with floors swept, all trash and recyclables disposed of properly, dishes and kitchen equipment put away clean, refrigerator wiped of major spills, sleep sofas free of sand and debris, and all furniture must be where originally placed. Trash should be removed from under beds, and do not leave piles of sand in foyer areas. Charges to correct these items will be deducted from your security deposit. There is an additional cleaning fee for properties that require excessive cleaning.

CHECK IN AND CHECK OUT TIMES

Our office is open during the summer months from 9:00 a.m. to 6:00 p.m. Please call our office to make arrangements for late check ins and early check outs. You cannot stay later than the time stipulated on your lease. There will be a \$50.00 late check out fee per hour for those checking out more than one hour later than the time stated on your lease.