

RENTAL POLICIES

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CHECKING IN AND LEAVING HOUSE

Check-in time is 4:00 p.m. Please allow housekeeping time to prepare your vacation home properly. **Please don't go inside until 4:00 p.m.**

Check-out time on Weekday Specials is 10:00 a.m.

Check-out time on Weekly rentals is 11:00 a.m.

Check-out time on Weekend rentals is anytime Sunday evening. If you wish, we can usually let you stay Sunday night and leave Monday morning at no additional cost. If you are able to stay until Monday morning, **please be sure you are out of the house by 10:00 a.m.**

REFUND OF SECURITY DEPOSIT

Your full security deposit will be refunded within two weeks of your check-out date if:

- **You have not had more people or cars on the property** than the maximum number of people or cars shown for your house in the table at the bottom of this page.
- **There is no damage or excessive cleaning required because of your rental.**
 - House is left in the same good and clean condition in which it was found.
 - Trash is placed in outside trash containers and containers are rolled to the street.
 - Dishes washed (your house will have a dishwasher.)
 - Satellite and TV remote controls are left by TV.
 - If you've used the Linen Option, all linens and towels are placed in the laundry bags.
- **You have checked out on time.**
- You had made prior arrangements with us if you were going to have any pets in the house.
- You or your guests did not drive or park on the grass. (This damages the septic systems.)
- You've returned both keys back to us. Either returned them to the lock box, or mailed them back if you received them by mail.

OCCUPANCY POLICY

Because of the quality of our houses **we can not rent for parties or to minors.** We work very hard to maintain a quiet family atmosphere. Any use of the house for purposes other than family vacations must be addressed at the time of the reservation.

The maximum allowed in the house or on the property is shown below. **If this maximum number is exceeded you may be asked to leave without a refund.**

House	Bedroom	Max. Allowed		House	Bedrooms	Max. Allowed	
		People	Cars			People	Cars
Capt's Lookout	1	4	2	Aquarius	3	12	3
Beachcomber	1	6	2	Sailfish	3	12	3
Main Deck	2	6	2	Starfish	3	12	3
Sea Angel	2	8	3	Capt's Quarters	4	14	4
Sea View	2	8	3	Buccaneer	4	14	4
Sea Breeze	2	8	3	Sea Castle	4	15	4
Sea Sprite	2	8	3	Sand Castle	4	15	4
Beach Vista	2	8	3	Sand Dollar	5	16	5
Mar Vista	2	8	2	Texas Coral	6	20	6
Dos Vista	2	10	2	Texas Star	7	24	7
Blue Heron	3	8	3	Texas Giant	9	28	8
Sunfish	3	9	3	Gulf Giant	9	29	8

SECURING YOUR RESERVATION

When you reserve a house we **must receive your security deposit plus 40% of the rent (including tax) within five days** in order to hold your reservation. Your payment can sometimes be broken up into two payments if it is worked out ahead of time.

We are required to collect a 10% Hotel-Motel Tax. While this adds up, it isn't as bad as it might be. Galveston charges 15% and Houston now charges 17%.

Your remaining balance must be received 30 days before your date of arrival if you are renting a 1 to 5 bedroom house and received 90 days before your date of arrival if you are renting a 6 to 9 bedroom house.

We do not charge a \$55 (or \$57.50) reservation fee. If you cancel your reservation we do not charge a \$50 cancellation fee. We do not charge 3% if you use a credit card.

CANCELLATIONS & REFUNDS

We understand that unforeseen emergencies could cause you to cancel your reservation. We will try to work with you to resolve the situation. However, please note our cancellation policy:

- Cancellations for a 1 to 5 bedroom house received 30 days or more prior to date of arrival or for a 6 to 9 bedroom house received 90 days or more prior to date of arrival will receive a full refund.
- **If you cancel a 1 to 5 bedroom house fewer than 30 days or a 6 to 9 bedroom house fewer than 90 days prior to date of arrival** a full refund will be issued if the house is rented for the original amount. If we rent the house for a reduced amount, you will receive a refund for that amount. **If we are not able to rent the house, you will not receive a refund.**
- We do not give refunds for early departures or inclement weather.
- In the event a hurricane should threaten the Village of Surfside, a refund less prorated rent will be offered for those rental dates directly affected by a mandatory evacuation order only.
- Utility outages (including satellite-TV) occur occasionally at the beach and are out of our control. We will report the outages; however, **no refunds will be given due to outages.**

PET FEES

Pets are wonderful. But, they require a lot of extra cleaning. Therefore, we must collect the following additional cleaning fees prior to your stay: Dogs less than 10 pounds--\$50 per dog. Dogs less than 25 pounds--\$100 per dog. Maximum of two dogs. We are unable to allow dogs over 25 pounds, or cats or birds. We are unable to allow any pets in the *Buccaneer, Texas Coral, Texas Star, Texas Giant, or Gulf Giant.*

If a pet or evidence of a pet is found without prior arrangements your security deposit will be forfeited. If your pet is disturbing others you will have to remove him (or her) from the property.

AMENITIES & REPAIRS

All of our houses have air-conditioning, satellite TV, DVD player, washing machine, dryer, refrigerator, dishwasher, microwave, coffee maker, toaster, pots and pans, dishes, utensils, and an Old Smoky charcoal grill.

Despite our best efforts to keep things working, at times we must wait for parts or service. Please bear with us during these times. Please report break-downs as soon as possible and we will make every reasonable effort to resolve the problem. **However, under no circumstances will there be a reduction of rent for any mechanical failure of air conditioners, appliances or amenities.**

SHEETS, BLANKETS & TOWELS + OTHER THINGS TO BRING

We do not furnish sheets, blankets, towels, paper goods, toilet paper, or soap and cleaning supplies. If you wish, we can provide linens and towels for an additional charge.

Our web site has a ***Things To Bring*** page that can be printed and will be useful.