



Rental Policies and Procedures

CHECK-IN: 4 P.M. EASTERN TIME

CHECK-OUT: 10A.M. EASTERN TIME

OFFICE LOCATION: 1085 Cape San Blas Road at the Old Saltworks Cabins.
We are ONE mile on the right after turning onto Cape San Blas Rd. (30E).

CHECK IN AND LATE ARRIVALS: No Problem! We have no hassle check in. With paid balance you can go straight to your unit! There is a lock box at the unit and you will be given the code. If you need anything or have any questions, just give us a call.

MINIMUM STAY REQUIREMENTS: Most homes require a minimum of seven days in advance. If you require a shorter stay, please call our office for availability and rates.

RESERVATIONS: Thirty-percent (30%) of the total rent amount is due within ten (10) days of making your reservation. Any remaining balance due must be paid 30 days prior to arrival date. If making a last minute reservation, within 30 days of arrival date, the total rent and all other fees are due when making the reservation. Payment can be made by Visa, Master Card, Discover and American Express and personal checks, when time allows,

Make Checks Payable to: Sandy Shoes Vacation Rentals, LLC Mail to: PO Box 526 Port St. Joe, FL. 32457

DAMAGE DEPOSIT: If damage occurs during your stay, please contact us immediately. You may be responsible for damages and will be billed accordingly.

FEES: We only have two fees. 1) A \$75 Reservation Fee will be added for all reservations at the time the reservation is made. 2.) A Cleaning Fee (charge depending on unit).

SALES TAX: 12% (7% Florida Sales Tax and 5% Bed Tax) will be added at the time the reservation is made.

FINAL PAYMENT: The balance of your rent is due 30 days prior to arrival. arrival. For your convenience we accept Traveler's checks, money orders, Visa, American Express, MasterCard and Discover.

CANCELLATIONS: If you should have to cancel your reservation or reschedule, please call our office immediately. A cancellation fee of \$100 will be charged if you cancel your reservation. **No** deposits will be refunded on cancellation made less than 30 days unless the unit is re-rented for the same time period. If the unit is re-rented, all deposits and rent paid, minus the \$100 reservation and cancellation fee, will be refunded upon receipt of advance rent payment from the new guest.

REFUNDS: We strive to make each home a pleasant and safe place for your family. Our homes are privately owned and furnished. We make every effort to keep the information/prices current. Rates, descriptions, bed sizes, inventories and furnishings are subject to change without notice. We make every effort to keep each property and its equipment in good working order. In the event of a problem we will strive to make repairs as soon as possible. Neither, the rental agent or the owner will be obligated to provide replacements nor give refunds for failure or absence of any item, or public utility. Please note, that due to our remote locations, cell phone reception is not guaranteed. Pool availability and hot tub temperature is not guaranteed with any rental reservation due to infrequent situations beyond our control. No refunds will be given for early departure or due to inclement weather. In the event of a 'Mandatory Evacuation' Order, due to an hurricane, you will only be charged for the nights that you occupied the unit. If you choose to leave in a 'Voluntary Evacuation', no refunds will be given. No compensation will be given for temporary outage of electricity, gas, water or cable/telephone services. Outages will be reported immediately and all efforts will be made to have the service restored as soon as possible. The operations and servicing these utilities are out of the control of Sandy Shoes Vacation Rentals.



MAXIMUM OCCUPANCY: The maximum number is based on the number of guest each home can comfortably and safely sleep our guests. All limits are in accordance with rules of the State Fire Marshall's Office and are strictly enforced. If maximum occupancy is exceeded, you will be asked to vacate the property and forfeit any rental payments.

PET FRIENDLY: Some of our homes allow pets. Check the specific house to be sure you have chosen a pet friendly home. A \$100-\$150 non refundable pet fee is required and guest must keep pet under control at all times, inside and outside. Any damage due to the pet the owner is responsible in full. Please keep pets off beds and furniture. If needed we will furnish sheets to cover furniture to help you.

LINENS: For your convenience we provide linens. This includes sheets for the beds and an initial supply of bath towels, hand towels, wash cloths, toilet paper and soap per number of guest.

NON-SMOKING UNITS. Smoking is prohibited inside rental homes. Your deposit will be forfeited and you will incur additional charges for carpet cleaning and deodorizing if any evidence of smoking is found in a non-smoking home.

AGE REQUIREMENTS: No reservations will be made to students or singles under the age of 25 unless accompanied by a parent or guardian at all times. Any reservations made under false pretenses will be subject to forfeiture of advance payments, and violators will be evicted.

COMMUNITY RULES AND GUIDELINES: Additional guidelines, rules and regulations may apply for some homes in structured communities. Guests are expected to follow these rules. Due to occasional circumstances beyond our control, availability of swimming pools, hot tubs, etc. are not guaranteed with any reservations. No house parties in any unit. Units at the Club at Cape San Blas, allow no one in pool or overnight except the guest renting the unit. None to exceed number the unit will sleep.

HOMES FOR SALE: In the event the home you are renting is on the market for sale we may find it necessary to show the property to qualified buyers during your stay. We will make every effort to schedule the showing at a convenient time and not interrupt your vacation. In the event a property should sell and no longer be available, every effort to find similar accommodations will be made. If none are available, a complete refund of your deposit will be made.

HOUSEKEEPING: Your property will be thoroughly cleaned before your arrival. If you are not satisfied, please call our office immediately. We will have a cleaner come back and correct any problem. If you are a late arrival, please notify us by 10AM the following morning. If you have not called by this time, we will assume that you found your home in an acceptable condition.

SUBSTITUTION: We reserve the right to substitute comparable accommodations without notice or liability should a property become unavailable. We will make every effort to contact you if time allows. If no comparable is available, you will have the option of selecting from available properties at the published rate or receiving a complete refund of the reservation deposit.

MANAGEMENT: Sandy Shoes will not be liable for any damages to rental property or furnishings, nor for injuries resulting from any accident that may occur in or on the premises during guest occupancy. Agent is not liable for acts of theft, vandalism, or damages to the guest's personal property or items left in the home. We assume no liability for error or omissions. All properties are individually owned and are managed by Sandy Shoes, LLC. We serve as the agent and representative of all property owners and act in the best interest of the owner. We reserve the right to refuse deposits, refuse rentals or discontinue occupancy if in our opinion the renter is detrimental to the property. Any reservation obtained under false pretense will be subject to forfeiture.

CHECK OUT TIME:: Check-out time is **10AM EASTERN TIME** on your departure date. (Please leave on time so that the unit may be cleaned and prepared for our next guests) . PLEASE make sure you leave the two keys in the unit on the counter and the single key back in the lock box at the door for the next guest.

Thank you,
Sandy Shoes Vacation Rentals



THINGS TO DO BEFORE CHECK-OUT: We ask our guest to please leave their home in the same general condition as it was found, to avoid further charges.

- All dishes clean and put away.
- All furnishing placed back in original position (Please do not take furniture to beach)
- All trash in bags and placed in the outside trash container.
- Close windows and lock the doors.
- Do not remove mattress covers, shams, blankets etc. We have a separate laundry service for those items
- **RETURN KEYS TO THE LOCK BOX AT THE DOOR, and the TWO SPARES ON THE TABLE..**
(...and Pool Keys on the counter if applicable)

*Please check under beds, in drawers and closets for your personal items. When requested, items left behind will be returned at your expense.

The kitchens are usually very well equipped, dishes, pot and pan, etc .We furnish the initial supply of towels per number of guest and linens for the beds, soap, and tissue.

THINGS TO BRING: We recommend...

Extra towels, paper towels, napkins, extra toilet paper, extra bath soap and shampoo. Washing machine and dishwasher soap. Baby equipment, alarm clock and extra trash liners. Charcoal, Coffee filters, condiments including salt, pepper and sugar.

Beach supplies such as beach towels, blankets, chairs and toys, fishing equipment, spray and sun screen.

AND DON'T FORGET THE CAMERA!

We want to make this vacation your best one yet, if there is anything that we can do, please let us know. We will help in any way we can.

IF YOU HAVE ANY QUESTIONS REGARDING POLICIES AND PROCEDURES AND WOULD LIKE MORE INFORMATION, PLEASE CONTACT OUR OFFICE

THANK YOU FOR CHOOSING SANDY SHOES VACATION RENTALS

WE WANT TO HELP MAKE YOUR VACATION A GREAT ONE.



DISCLAIMER: Every effort has been made to ensure accuracy, however, Old Saltworks Cabins LLC. cannot assume responsibility for errors or omissions. Conditions, rates and terms are subject to change without notice.