

# THE RENTAL MANAGEMENT COMPANY, INC.

## DAILY/WEEKLY RESERVATION AGREEMENT

Please read this Vacation Rental Daily/Weekly Agreement thoroughly. Any payments received by The Rental Management Company, Inc. (TRMC) for occupancy of vacation property indicate the acceptance of the terms and conditions of this Vacation Rental Daily/Weekly Reservation Agreement. It is the responsibility of the Guest to be familiar with all the policies within this Agreement. This Agreement is entered into by and between "you", the "Guest" and "us", the managing agent, "TRMC".

**AGENCY DISCLOSURE.** TRMC serves as the agent & representation of all Owners of vacation properties in its rental program, and is acting at all times, in and for the best interests of the Owners.

### **RESERVATION AGREEMENT DETAILS:**

Full Property Address: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Date of Check-in: \_\_\_\_\_ Date of Check-out: \_\_\_\_\_

**OCCUPANTS.** The contracting Guest must be 25 years of age or older and must present a valid government issued ID. The dwelling will be occupied only by Guest and Occupants per the reservation.

### **LENGTH OF RENTAL.**

- TRMC has a standard 2-night minimum for all daily rentals and Holidays require a 3-night minimum
- Some condominiums permit only weekly reservations but your reservationist will disclose that information to you upon initial reservation.
- The City of Corpus Christi requires all single family dwellings to be rented for a period no less than thirty (30) days. There are no exceptions.

**KEYS/CODES.** You will be provided \_\_\_\_\_ key(s), \_\_\_\_\_ pool key(s), and \_\_\_\_\_ other access devices for \_\_\_\_\_.

### **PAYMENT INFORMATION.**

- No Cash or Personal Checks will ever be accepted for Daily/Weekly reservations.
- Accepted forms of payment for Daily/Weekly reservations include: MasterCard, VISA, Discover or AMEX. Cashier's Check or Money Order may be accepted, however, **we must have a valid credit card on file!**
- A booking fee of \$66.24 (BOOKING FEE = \$15 booking charge, \$1.24 tax, and \$50 prepaid rent) is required at the time a reservation is made; this amount is non-refundable. (see cancellation policy for exceptions).
- **The balance due MUST be applied to the credit card on file 72 hours prior to arrival.** We will give you a Courtesy Call prior to charging credit card, if Guest has not paid. If the guest needs to pay via Cashier's Check or Money Order for the final payment option, arrangements must be made 96 hours before arrival.

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- If check-in date is within 72 hours of booking date, reservation must be paid in full at the time of booking.
- **We will not leave keys unless payment has been made in full!**

**CANCELLATIONS.** All cancellations are subject to a \$66.24 fee. All cancellations must be received 72 hours prior to arrival to qualify for the deposit to be refunded. Any Cancellations inside the 72-hour window will not be refunded the \$66.24 and will also be charged the first night stay.

**UNAUTHORIZED ANIMALS (PETS).** Neither you, your Visitors or Occupants may bring any animal(s) – mammal, reptile, amphibian, birds, fish, rodent, arachnid or insect – into the dwelling, without expressed, written authorization from us. Unauthorized occupancy of animals (pets) will result in a minimum \$300.00 fine, immediate eviction and loss of all rents and security payments. Please Initial/complete applicable blanks below:

\_\_\_\_\_ I am not traveling with pet(s)    \_\_\_\_\_ I am traveling with pet(s)    \_\_\_\_\_ # of pet(s)

**AUTHORIZED ANIMALS (PETS).** The following animals(pets) have been authorized:

_____	_____	_____	_____	_____
Type of Animal	Breed	Age	Weight	Name
_____	_____	_____	_____	_____
Type of Animal	Breed	Age	Weight	Name

You are responsible for your animal's actions at all times and will abide by any Community Rules as well as the following restrictions: animal(s) must not disturb the neighbors or other residents, be tied to any fixed object anywhere, defecate or urinate anywhere inside the dwelling (excluding litterbox for cat) and animal feces outside of the dwelling must be picked up immediately. Your pet will remain on a leash at all times, when outside of the dwelling. You acknowledge that NO ANIMALS, other than the above mentioned, are allowed in or on the premises at any time.

A Pet Fee in the amount of \$ \_\_\_\_\_ and/or a Deposit in the amount of \$ \_\_\_\_\_ will be due, in advance. This deposit covers damage, breakage, or extra cleaning caused by the pet. Guest acknowledges that if damages exceed the deposit amount, the credit card on file will be charged. Professional flea treatment or carpet cleaning may be required at Guest's expense.

**SMOKING.** All rentals are **NON-SMOKING**. Smoking is allowed outside only, smoking inside will result in a minimum charge of \$500.00.

**CHECK-IN.** Check-in time is 4:00 PM. AN after hour check-in may only be permitted if you have made prior arrangements with TRMC, have paid in full and signed and returned this Agreement and the Folio.

**CHECK-OUT.** Check-out time is 12:00 PM. Arrangements must be made for late check-outs and a \$60.00 fee will apply. If you do not check out by 12:00 PM and TRMC has not approved a late check-out, you will be charge for an additional night's stay. **THERE ARE NO REFUNDS FOR AN EARLY CHECK-OUT.**

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### **RENTAL OCCUPANCY.**

- The advertised “sleep” limit indicates the maximum number of occupants allowed in a property at any one time, there is no exception for infants.
- House parties are not allowed. If you host a house party, you will be subject to immediate termination.

**LINENS.** A basic supply of linens is provided in each property. Linens are not changed during the guest's stay. If a washer or dryer is not inside the unit, a coin-operated facility may be on-site.

**HOUSEKEEPING.** Housekeeping is not provided during your stay. If you request a housekeeping service, please make arrangements through our office but it will be at your expense.

### **HURRICANE REFUND POLICY.**

- If the National Weather Service declares a hurricane will make landfall during your reservation dates, a full refund will be provided.
- If you are already here, and the Island receives a mandatory evacuation, there will be a full refund for the remainder of your reservation
- If there is a tropical storm or hurricane watch or excessive rain, no refunds will be given.

**GARAGES.** Garages are not guaranteed. Most are for owner usage only and are not included in the rental.

**OWNER'S CLOSETS.** Locked owners' closets are not included in your rental. These closets are private and are not to be opened by tenants or guests under any circumstances. Violation (ex. breaking lock or taking door off hinges) of this policy will result in loss of your security deposit and additional charges, if applicable.

**MAINTENANCE.** TRMC makes every effort to ensure all equipment is in working order at rental units prior to check-in. Under no circumstances will there be a reduction of rent or a refund for any mechanical failure of dishwasher, washer, dryer, TV, VCR, DVD, internet, Spa/Hot tub, Swimming Pool, A/C or appliances. We make every effort to ensure the descriptions of our properties are correct. However, we are not responsible for changes made by the owner to the furnishings or equipment in the unit.

**FURNISHINGS.** Décor, style, color schemes and inventory vary since properties are individually owned. Some internet photos may differ due to owner updates or changes. We will not give refunds or adjustments if it does not meet your idea of the property. Rates, descriptions, bed sizes, inventories, and furnishings are subject to change without notice. We strive to make any necessary repairs as soon as possible. Neither the rental agent, nor the owner, will be obligated to provide replacements or give refunds for failure or absence of any item.

**TELEPHONE SERVICE/ WI-FI CONNECTION.** Most units are no longer equipped with land line phone service. A few condos have Wi-Fi connections, however, this is a convenience amenity, and TRMC does not guarantee service. Please be prepared to use a cell phone for call making if the condo has no phone service.

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**DAMAGES AND REIMBURSEMENT.** You must promptly pay or reimburse TRMC for loss, damage, consequential damages, or cost of repair or service in the dwelling due to: improper use, abuse, negligence and/or a violation of the Reservation Agreement, Check-out and Community Rules by Guest, Occupant or Visitor. You will indemnify and hold us harmless from all liability arising from the conduct of Guest, Occupants, Visitors, TRMC or another Owner representative.

### **DEPARTURE RESPONSIBILITIES OF GUESTS.**

- Remove all food from refrigerator and freezer
- Remove all trash and debris from the unit and deposit it in the dumpster on site
- Please make sure all dirty dishes are in dishwasher and started upon check out
- A minimum of \$50.00 will be charged, in addition to the cleaning fee, if trash or dirty dishes are left in the unit
- Leave all linens and towels in the unit upon departure
- In the summer, the thermostat must be set to 78 degrees in the cool mode
- In the winter, the thermostat must be set to 60 degrees in the heat mode
- Turn off all lights
- Lock all windows and doors. Insure that the keyless dead bolt is NOT left bolted upon check out
- Check out at TRMC. If closed, keys/access devices may be left in the gold mail slot near the afterhours pick-up box
- All keys must be returned to the office by noon on the departure date. For lost keys, there will be a minimum charge of \$50.00. DO NOT LEAVE KEYS IN THE UNIT.
- If the office is called due to a lockout during normal business hours, a \$50.00 fee will need to be paid to re-enter the unit. If lockout occurs after hours, weekends or on a major holiday, the lockout fee will be \$100. Payment should be made in cash to the TRMC staff member who assisted in re-entry.
- If personal property is left behind and it is necessary for the items to be returned, there will be a charge of \$10.00 and the guest is responsible for postage costs.

**CREDIT CARD AGREEMENT.** Guest must review, accept and initial the Credit Card Term below:

\_\_\_\_\_ I agree to provide my credit card number as a Guarantee of Payment to TRMC. I agree to pay all rent and charges related to property rental and accept all terms of the Reservation Agreement, all liability for rent and charges related to property rental, as well as any damages beyond normal wear and tear during the Reservation Agreement Term. I understand that these costs will be charged to my credit card on file. I authorize TRMC to charge my credit card for payment of these items.

**By signing this Reservation Agreement, I acknowledge that I have read, understood and fully agree to all of its policies and conditions.**

\_\_\_\_\_  
Guest Name (Print)

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
TRMC Representative (Print)

\_\_\_\_\_  
TRMC Representative Signature

\_\_\_\_\_  
Date