

# THE RENTAL MANAGEMENT COMPANY, INC.

## VACATION RENTAL MONTHLY RESERVATION AGREEMENT

Please read this Vacation Rental Monthly Reservation 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 Monthly 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".

1. **AGENCY DISCLOSURE.** TRMC serves as the agent & representative 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.

2. **RESERVATION AGREEMENT DETAILS:**

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

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

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

3. **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 (not signing the lease contract) listed below:

_____	_____
_____	_____
_____	_____
_____	_____

Other than the Guest and persons listed above, no one else may occupy or stay in the dwelling without our prior written consent from TRMC.

4. **RENT AND LATE FEES.** Guest will pay \$\_\_\_\_\_ per month for rent. Payable to "TRMC". Rent is due on the 1<sup>st</sup> day of the month. If Guest doesn't pay all rent on or before the **3<sup>rd</sup>** day of the month, late fees will be assessed and a 24 hour Notice to Vacate the property will be given. Initial late fee \$30, plus \$5 per day until rent is paid.

5. **SECURITY DEPOSIT.** The total Security Deposit is \$\_\_\_\_\_  
This amount \_\_\_\_ Does or \_\_\_\_ Does Not Include a Pet Deposit.  
***The payment is due within two (2) weeks of making your reservation.***

6. **PAYMENTS.** TRMC accepts Cashier's Check, Personal Check or Money Order. Credit Cards including: Visa, MasterCard, AMEX and Discover are accepted with an additional 4% convenience fee. NO CASH will ever be accepted.

7. **KEYS/CODES.** Guest will be provided \_\_\_\_\_ key(s), \_\_\_\_\_ pool key(s), and \_\_\_\_\_ other access devices for \_\_\_\_\_. Guest will be charged a minimum of **\$50.00** for unreturned key(s). Additional fees will apply for unreturned access devices.  
Community Gate Code: \_\_\_\_\_, Alarm Code: \_\_\_\_\_, Other (\_\_\_\_\_):\_\_\_\_\_

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8. **PARKING.** The following vehicles are permitted to park in either a unit's assigned space or in the designated area within the community.

\_\_\_\_\_  
MAKE/MODEL/LICENSE PLATE#

\_\_\_\_\_  
ASSIGNED PARKING SPOT

\_\_\_\_\_  
MAKE/MODEL/LICENSE PLATE#

\_\_\_\_\_  
ASSIGNED PARKING SPOT

Offending vehicles will be towed, without notice, at the Guest's expense. Absolutely, no Motor Homes, RV's, Pop-Up Campers are permitted on property. Boat/Trailer parking is restricted at most communities however, TRMC does offer boat/trailer parking in the lot behind our office, for a fee. A separate contract will need to be completed to reserve space.

\_\_\_\_\_ I will need Boat/Trailer Parking      \_\_\_\_\_ I will NOT need Boat/Trailer Parking

9. **TELEPHONE/INTERNET SERVICE.** Most units are not equipped with land line phone service. Please be prepared to use your cell phone for calls if dwelling does not have phone service. Wireless Internet connection is a convenience amenity only. TRMC is not responsible for interruptions and cannot guarantee service.

Unit Telephone Number: \_\_\_\_\_

Wireless Network Name: \_\_\_\_\_ Password: \_\_\_\_\_

10. **DAMAGES AND REIMBURSEMENT.** Guest 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 Guest's Visitor. Guest will indemnify and hold us harmless from all liability arising from the conduct of Guest, Occupants, Guest's Visitors, TRMC or another Owner representative. \*Please refer to 20. Credit Card Agreement.
11. **SMOKING.** All rentals are **NON-SMOKING**. Smoking is allowed outside only, smoking inside will result in a minimum charge of \$500.00.
12. **CHECK-IN.** Check-in time is 4:00 PM. An after hour check-in may only be permitted if Guest has made prior arrangements with TRMC, deposit(s) and first month's rent paid, in-full, and the Reservation Agreement and Folio have been signed and returned to TRMC. If you check-in after 5:00 PM, there will be an additional \$25.00 fee due prior to arrival.
13. **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 Guest does not check out by 12:00 PM and TRMC has not approved a late check-out, the Guest will be charged for an additional night's stay. There are **NO REFUNDS** for an early check-out.

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14. **GUEST DEPARTURE RESPONSIBILITIES.** Guest is responsible for completing the following upon check-out:

- Remove all food from refrigerator and freezer
- Remove all trash and debris from the unit and deposit it in the dumpster on site
- Make sure any dirty dishes are loaded in the dishwasher and dishwasher is started
- Leave all linens and towels in the unit
- 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. Ensure keyless deadbolt on main entry door is disengaged
- If office is closed, keys/access devices may be left in the gold mail slot near the afterhours pick-up box. **DO NOT LEAVE KEYS IN UNIT.**
- Remove all personal property. 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.

15. **POLICIES OR RULES.** Guest, Occupants and Guest's Visitors must comply with City Ordinances, all written and/or posted rules and policies, including, but not limited to, House Rules, Pool Rules and instructions for care of the property. The dwelling and other areas reserved for your private use must be kept clean. Guest, Occupants or any Guest's Visitors must observe the quiet times from 10:00 PM to 8:00 AM. Failure to comply with these rules and/or engagement in any kind of criminal conduct will result in immediate eviction with NO REFUND of rent or deposit.

16. **LOCKOUT.** 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.

17. **MAINTENANCE.** TRMC makes every effort to ensure all equipment is in working order at rental units prior to check-ins. 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.

18. **WHEN TRMC MAY ENTER.** If Guest or any Occupant is present, then repairers, servicers, contractors, our Representatives, and/or other Owner Representatives or Agents may peacefully enter the dwelling at reasonable times. If nobody is in the dwelling, then such persons may enter peacefully, at reasonable times, if written notice of the entry is left in a conspicuous place in the dwelling.

19. **LINENS.** A basic supply of linen is provided in each property. Linens are not changed during your stay. Guests are responsible for replacement cost of any missing, damaged or stained linens.

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20. **HOUSEKEEPING.** Housekeeping is not provided during Guest's stay. If a Guest requests housekeeping service, they may make arrangements through our office, at their expense.
21. **ADDITIONAL CLEANING FEE.** Standard cleaning fees are included with the initial rental payment, however, if the Guest Departure Responsibilities are not followed and/or unit is left in an excessively unclean manner, the Guest will be responsible for additional cleaning charges to include but not limited to, deep clean, professional carpet cleaning and furniture cleaning, if applicable. The additional charge will depend on the services needed and will be applied to the credit card on file.
22. **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)

23. **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.

24. **UTILITY CAPS.** Utilities are included on vacation rental properties; however, there are caps on the electricity and water usage. Guest is responsible for any amount that exceeds the appropriate cap below.

	<b><u>Electric Cap</u></b>	<b><u>Water Cap</u></b>
<b>Efficiency:</b>	\$100.00	\$50.00
<b>1 Bedroom:</b>	\$100.00	\$65.00
<b>2 Bedroom:</b>	\$200.00	\$80.00
<b>3 Bedroom:</b>	\$300.00	\$95.00
<b>4 Bedroom:</b>	\$300.00	\$95.00

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25. **CANCELLATIONS.** All cancellations are subject to a \$66.24 fee. All cancellations must be received thirty (30) days prior to arrival to qualify for a deposit refund. Any Cancellation inside the thirty (30) day window will result in the loss of security deposit and possibly the first month's rent. There are **NO REFUNDS** for early departures, regardless of the circumstances.
26. **OWNER'S CLOSETS.** Locked owners' closets are not included in the Guest's rental. These closets are private and are not to be opened by Guest, Occupant or Visitor under any circumstances. Violation (ex. breaking lock or taking door off hinges) of this policy will result in loss of security deposit and additional charges, if applicable.
27. **VIOLATION OF AGREEMENT.** If Guest, Guest's Visitor(s) or Occupant(s) violates any of the conditions of the Reservation Agreement, TRMC may terminate this Agreement and take possession of the dwelling. Upon termination, Guest and Occupants shall vacate the premises immediately and forfeit all rents and security deposits.
28. **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