



## **Emerald Grande at HarborWalk Village Policies and Procedures**

### **Reservations and/or Deposit Requirements:**

A \$250-500.00 advance payment is due at time of booking to confirm the reservation. This deposit will be applied towards your stay at the time registration.

### **Payment:**

A valid credit card is required at the time of booking to confirm the reservation. Credit cards accepted are Visa, MasterCard and American Express. The balance less the deposit is due at the time of check in. An authorization is placed on the credit card to allow our guests to charge incidentals to their rooms.

### **No Shows:**

No Shows will be cancelled at 6:00am (CST) the morning after the scheduled arrival date. The advance deposit will be forfeited.

**Cancellation Policy:** Cancellations received up to 30 days prior to arrival date will lose \$100 out of the deposit made. Cancellations within 30 days prior to arrival date will lose entire deposit. Note: See Hurricane/Tropical Storm Paragraph below.

### **Resort Amenity Fee:**

All guest reservations include a daily resort fee of \$30.00. This fee covers the costs associated with the following; daily housekeeping services, pool services, concierge services, wireless Internet connectivity, free DVD movie rentals, in room coffee services, business center services, in room amenities including shampoo, conditioner, soaps, and lotions, etc., private guest parking, bell services, airport transportation, and unlimited local phone calls.

### **Taxes:**

All rates are subject to Florida state and county taxes. There is a total of 11% tax due on all reservations (6% sales tax and 5% county bed tax).

### **Check in procedures:**

Check in time starts at 4:00pm (CST) on the date of arrival.

### **Check out procedures:**

Check out time is by 10:00 am (CST) on the date of departure.

### **Hurricane/Tropical Storms:**

ONLY when the National Weather Service (NOAA) for the state of Florida declares your vacation destination to be under Hurricane/Tropical Storm WARNING, you may change or cancel your reservation without penalty. Until such warning is issued, standard cancel and change policies apply.

### **Room assignments:**

We reserve the right to change residence assignment. Residence assignments can be requested but **not** guaranteed due to unforeseen maintenance issues or change of ownership. We can only guarantee the number of bedrooms and the amount of people a residence may accommodate.

### **Furnishings and Equipment:**

You are renting a privately owned home or condo residence. It has been decorated and equipped to satisfy the particular tastes and desires of the owner. Please be considerate of the belongings of the owners and to the people who will be renting these residences after you. Please do not rearrange the furniture or take any items outside that are part of the interior decor. Please do not move any furnishings or kitchen items outside of its residence. Since the premises are privately owned, neither East Pass Investors, LLC dba, The Emerald Grande, nor the owner shall be responsible for any additional furnishings not presently in the property. Renter is responsible to the owner of the residence for any damages to the premises, furnishings, household items and equipment excluding the normal wear and tear. Locked closets are maintained by the homeowners for personal use. Please respect these areas.

### **Smoking:**

All of our residences are **NON SMOKING!** There are designated smoking areas at all properties. If you do smoke in our residences, your credit card will be charged an additional \$250.00-\$600.00 (deep clean fee) depending on the size of the residence.

### **Repairs:**

Our maintenance and housekeeping staff is here to make sure your vacation home is in the best condition that it can be. If you should discover otherwise, please report it to us immediately and we will correct it as quickly and smoothly as possible. However, no refunds will be given for appliance failure or other circumstances beyond our control. Please do not wait until your departure time to inform us about problems, as we no longer have the opportunity to rectify the situation. At times, we must wait for parts or service. Please bear with us during these times. A member of our maintenance department team may enter the premises during normal business hours for any purpose pertaining to repair, improvement, care and management of the premises. We will try to notify you, if at all possible, in as far advance as possible of any entry.

### **After Hours Emergencies:**

There is resort staff on call 24 hours a day for Emergencies – call Front Desk, Security or 911. Non-emergencies will be logged and handled the following day during office hours.

### **Long Distance Calls:**

There is a long distance block on all residence phones. You will need a calling card to make a long distant call from the residences. Local calls and 800 calls are free. Please refer to the telephone directory in your residence for local numbers.

### **Parking:**

There is complimentary garage parking for guests at the Emerald Grande. Special arrangements may be made for boats, trailers, jet-skis, campers, motor homes and buses. If traveling with any of these, please make prior arrangements before arriving to check in. Space is limited.

### **Grilling:**

Florida Law prohibits charcoal or open fire grilling on or under decks, balconies or porches and within ten (10) feet of any structure. Please call an Emerald Grande Guest Services Representative as to the location of these designated grill sites.

### **Lost and Found:**

The Emerald Grande cannot be responsible or liable for any personal items that are left behind. The Emerald Grande has a "Lost and Found" department. Items that are recovered may be shipped to their rightful owner, at owner's expense. Please call 850-974-5959 to recover items left behind.

### **Occupancy:**

The total number of persons allowed in the property at any time is restricted to the stated limit for each property. Eviction without refund is the penalty! We are very serious about maintaining a family atmosphere for the quiet enjoyment of all our guests. We will rent to family groups and responsible adults only. Single adults less than **25 years of age will not be permitted to check in.**

Reservations made under false pretenses will be subject to forfeit the full advance payment. Identification is required upon check in to verify age. No parties, weddings or gatherings are allowed without prior written permission from the Emerald Grande. Absolutely no student groups or house parties will be tolerated. All accommodations are governed by appropriate "Florida Laws" pertaining to "Florida Landlord and Tenant Act" and the "Rules and Regulations that are applicable to said premises. Occupancy of common areas shall be quiet and peaceful so as not to disturb other guests.

### **Pets:**

We all love our pets and we know you do too, but they are not permitted to stay at the Emerald Grande. If a pet is discovered in our residences, your credit card will be charged an additional \$250.00-\$600.00 (deep clean fee) depending on the size of the residence. If you must bring a pet, prior boarding arrangements with a local kennel will need to be made in advance. Please call our Emerald Grande Concierge or a Guest Service Representative for local pet boarding information.

**Residences for Sale:**

In the event a residence you are renting is listed for sale, we may need to show the residence during your visit. We will make every effort to schedule the showing at a convenient time so we do not disrupt your vacation.

**Indemnity:**

East Pass Investors LLC, dba the Emerald Grande, will not be liable for any damages to rental property of, nor for injuries resulting from any accident that may occur in or on the premises during the guest's occupancy. East Pass Investors LLC, dba the Emerald Grande will not be held responsible for acts of theft, vandalism or other damages to the guest's personal items left in the residence. This constitutes a written agreement between "Renter" and East Pass Investors LLC, dba the Emerald Grande. Upon violation of the terms of this agreement, East Pass Investors LLC, dba the Emerald Grande may terminate this agreement and enter said premises. Upon notice of termination, "Renter" shall vacate the premises IMMEDIATELY. All funds received by East Pass Investors LLC, dba the Emerald Grande will become East Pass Investors LLC, dba the Emerald Grande property for damages and services rendered.