

Policies & Procedures
Vacation Rental Owner Management (VROM)

It is the goal of VROM to ensure that family vacations are hassle free, affordable, enjoyable and safe. To this end the following policies and procedures are in place and enforced by VROM.

Agency Disclosure

VROM serves as the agent and representative of all owners of condominium units, town homes and houses on its rental program and is acting at all times, in and for the best interest of the owners.

Advance Payment Required Reservations

In order to reserve a property through Vacation Rental Owner Management a reservation deposit of at least \$250.00 is required (maximum of \$400.00). Reservation deposit will be applied toward the property rental. Until payment of reservation deposit is secured the property remains available for rental. Once reservation deposit is received availability calendar is updated. Form of payment: Reservation deposit may be paid by credit card (Visa, Master Card, American Express and Discover), personal check or other certified funds. Balance for property rental is due 30 days prior to check in. This includes a minimum of a \$250 damage deposit, appropriate Florida taxes and cleaning fee.

Age Requirements

Reservations made for teenagers or young single groups will not be honored without any accompanying adult staying in the property at all times. At least one member of the reservation group must be 25 years of age. Any violators will be evicted according to Florida Statute 508.141 with forfeiture of all monies. Any reservation obtained under false pretense will be subject to forfeiture of reservation deposit, damage deposit, and/or balance of rental payment. Restrictions may apply regarding the number of people that may accompany a parent or legal guardian. Additional restrictions may apply during the spring break vacation period. Chaperoned groups are prohibited.

Cancellation Policy

Cancellations must occur at least 30 days prior to arrival date for refund. If cancellation occurs 30 days or more prior to arrival date all monies will be refunded with the exception of a \$100.00 administrative fee. Guests that do not cancel within the 30 day time frame will be charged the full amount. There will be no refund for early departure unless authorities request mandatory hurricane evacuation. No compensation will be given for temporary outage of electricity, gas, water, cable, internet or telephone service. Outages will be reported immediately and all efforts will be made to have them restored as soon as possible. Changes made within thirty (30) days of the check in date that result in a shortened stay, change of dates, change of location or property, will result in loss of entire advance payment.

Check-In Time

Check In time is after 3pm Central Standard Time. During high season property may not be available until 5pm Central Standard Time. Check Out time is 10 am Central Standard Time. There is no compensation for early check out. Due to our high standards for cleanliness, not all units will be ready for check in at 3:00 pm. We ask for your patience and suggest that you have alternate plans available between 3:00 and 5:00 pm.

Cleaning

No Daily Maid Service - While linens and bath towels are included in the unit, daily maid service is not included in the rental rate at most locations. Beach towels are provided for renters use in each property. Please do not use bath towels on the beach or in the pool areas. All food products must be removed from refrigerator on checkout and all garbage must be placed in trash room or trash chute. Smoking is strictly prohibited. Damage deposit will be forfeited and additional charges for carpet cleaning and deodorizing will be incurred if evidence of smoking is found.

Damage Deposit

A minimum \$250 damage deposit (maximum \$400) is required for all property reservations. This is due at the time of the balance payment (30 days prior to arrival).one Damage deposit will be refunded within 7 -10 days of checkout pending inspection by cleaning firm. Additional cleaning fees will be due in the event that cleaning involves the removal of excessive sand or extra cleaning is required ie., carpet spills, excessive garbage. Outside shower should be used before entering pool area and upon returning from beach. Please note that you may want to bring a calling card for placing long distance phone calls, as these are restricted. At least one key must be left in lock box at all time to avoid accidental lockout. In the event that a key is lost or taken in error from the premises a \$20 lost key charge will apply for each missing key.

Minimum Night Stay

Properties require a three night minimum stay. Longer minimum stays may be required during peak seasons.

Occupancy

The maximum number of guests per property is limited at most properties to four (4) persons in a one bedroom, six (6) persons in a one bedroom with bunks, six (6) persons in a two bedroom and eight (8) persons in a three bedroom. Other restrictions may apply.

Pet Policy

Absolutely no pets are allowed. If evidence of a pet(s) is found in the property or on the premises you will be asked to vacate immediately with no refund of rent or damage deposit. There are many boarding facilities located locally.

Rate Changes

Rates subject to change without notice.

Safety

No open flames ie. candle burning is permitted in the unit. No grilling is allowed in the properties or on balconies - facilities are provided for this purpose.

Swimming in property pools and in beach areas that are unsupervised by lifeguards is at the risk of renters. Owner and property manager accept no responsibility for use of flotation devices in and around the premises.