



Fred Holland Realty, Inc.

2019/2020 Guest License Agreement

Property Address: _____ Name: _____

Stay Dates: _____ Res ID: _____

Check-In Rules and Regulations

- Check-in time is between 4:00pm and 6:00pm. Please note: check-in does begin at 4:00pm, however during the peak season all rentals may not be ready at 4:00pm. The latest check-in time is 6:00pm.
- If your rental has a key to enter the premise or requires a parking pass, these items can be picked up at **106 West Hudson Suite 1A, Folly Beach, SC 29439**
- **Keys can only be retrieved by the person whose name is on the reservation**, unless other arrangements are made prior to check in. This is for security purposes.
- **Late Arrival?** If you are arriving after office hours, your check-in packet will be located in our late arrival box. Directions to late arrival box are located on front door of our building.
 - Only those who have paid in full and have signed this agreement will have access to check-in information. If a balance is due you will need to call or come into the office to satisfy the balance before check-in information is released for late arrival.
- Guests are **NOT** allowed to park at rental property or use property's beach access prior to officially checking in with an Agent. If guest do so, **this is considered trespassing.**
- Agents do have the right to refuse admittance and/or discontinue occupancy if, in the agents opinion, such action is in the best interest of the property owner.
- **No Unit Request is guaranteed.** This occurs if property is not in condition to occupy. If a change becomes necessary every attempt will be made to contact guests via mail, telephone, and/or e-mail. Alternative property will be provided in the event this does occur.
- **Guest Must be at least 25 Years** of age to reserve a rental, or pick up keys to unit unless otherwise specified by the agency. Fred Holland Realty reserves the right to refuse admittance and/or discontinue occupancy if, in the agents opinion such action is in the best interest of the property owner.

Check-Out Rules and Regulations

- **Check-out is 10:00 AM. No Exceptions.**
 - Failure to check-out by 10am will result in the loss of your security deposit and possible additional monetary penalties.
 - **For Coded Door Locks** - Please text (864) 513-3843 that you have checked out. Be sure to mention your last name and property that you rented. Also, please send in any maintenance issues, suggestions or comments about your rental. We value your comments and use these to improve our services.
 - **For Locks with Keys** - Please text (864) 513-3843 that you have left the property along with your last name and proceed to office to drop off any keys or passes. Failure to drop these items off could result in a \$50 charge. Also, please send in any maintenance issues, suggestions or comments about your rental. We value your comments and use these to improve our services.
- Upon check-out guest **are responsible for**:
 - Placing all debris in outside trash containers.
 - Washing and putting away all dishes.
 - Stripping all bed and placing linens in separate pile from the towels.
- After departure guests will **not** be allowed back in the unit. Fred Holland Realty will **not** be held responsible for items left in units after departure.
- **Damage deposits** are refunded within 30 days after departure date.

During your Stay Rules and Regulations

- These items are **NOT** provide: Toilet tissue, paper towels, or any disposable items such as: trash bags, dish soap, laundry detergent etc.
- We **DO** provide linens for all rentals.
 - This includes bath towels and wash-cloths for every guest, sheets and pillow cases for all beds. Clean linens and towels are placed at the end of all beds.
 - This does **not** include: beach towels, sheets for pull outs/sofas, sheets for trundle beds, or hand towels.
 - Guest can purchase extra linens or towels if needed.
- Rentals **include**:
 - a. Basic utilities, pots, dishes, and flatware, but we do **NOT** guarantee any specific items.

- In the event the air conditioning, appliances, or electronic devices encounter mechanical failure, every attempt will be made to fix issue as soon as possible, however **No refunds** are made due to these types of failures.
- **Wi-Fi and Cable Disruptions-** Due to the local environment Wi-Fi and cable disruptions are common. If Wi-Fi availability is critical during your stay, please bring a Hot Spot as back up.
- **Elevators** in units are **not** to be used for play by children. By signing this agreement guests are acknowledging that they are aware they may be held monetarily responsible for any damages, due to negligence, that occurs to the elevator during their stay.
- We strongly advise that **guests keep doors locked at all time.**
 - **Agency Disclosure:** Fred Holland Realty is the agent of the property owner and is acting, at all times, in and for the best interest of the owners. Agent and owners will not be held responsible for acts of theft, vandalism, or damages to guest's personal property or items left in unit.
- **Absolutely No House Parties.**
 - If a house party is held, occupancy will be terminated immediately with no refund. (This **does not** apply to pre-approved Event/Wedding houses with approved permits)
- Guest are **not** allowed to move furniture or rearrange décor in home. **Renters can lose damage deposit if property is altered in anyway.**
- **For Sale Properties.** A 24 hour notice will be given if a showing is scheduled.
 - **Guests are required** to give the agent entry to the property.
- **No Smoking** in any unit.
- **Absolutely no pets** are allowed unless otherwise noted.
 - If pets are present in a pet friendly unit a pet deposit must be paid.

Reservation Rules and Regulations

- Balance of guest's rental payment are **due 30 days prior** to check in.
 - Payments may be made by: check, money order, or cashier's checks. We also accept Visa, MasterCard, and Discover. (Rental rates are subject to SC state and local taxes). Rates are subject to change.
- **Cancellations.** Reservations **must be cancelled in writing** at least **45 days prior** to check-in; to receive any paid funds from the account. Please e-mail all cancellation request to info@fredhollandrealty.com
- **Hurricane/Weather** related interruptions. If a storm causes a mandatory evacuation, or interferes with your ability to travel **no refunds** will be provided. **Travel insurance must be purchased** in order to retrieve refunds for weather related interruptions.

- **Damage Deposits** of \$100.00-\$1,000.00 are required when renting.
 - Damage deposits are refunded with-in 30 days after departure date.
- **Advertising/Printed Material Disclaimer:** Our vacation rentals are individually owned and furnished. Every effort is made for accuracy in our printed materials and on our website. Fred Holland Realty is **not** responsible for changes made by the owner to furnishings or for any other conditions beyond our control upon arrival.
- **“As Is” Policy:** All units are rented on an “as is” policy and therefore, will not be granted any additional changes to outside or interior of the unit i.e. additional landscaping, etc.
- **Reservation made for the following Year:** Rates for the following year will be released in December.
 - Guest can hold a reservation for the following year with a **\$500.00** payment
 - Guest will need to pay the **remaining pre-pay balance** once rates are released.
 - Fred Holland Realty will notify guest of rates via e-mail, balance are due at that time.

City Ordinances - Failure to comply may result in fines up to \$500

- No glass or Styrofoam containers on the beach - All beverages must be in a cup
- No Alcohol on the beach
- No fireworks within city limits
- No open fires on the beach
- Dogs must be on a leash at all times. May 1st thru September 30th dogs not allowed on beach between 10am to 6pm at all.
- No littering on the beach
- Golf carts NOT allowed on Center Street-cannot be driven at night-driver must have a valid driver’s license
- No parking on pavement(All tires must be off of the road)
- Surfing without a leash is prohibited. From May 15 until September 15th no surfing from 10 am until 6 pm from 2nd Street East to 3rd Street West and 200 feet from the pier
- Bicycles are not allowed on sidewalks

- Skateboards & Rollerblades are not allowed on Center Street or on sidewalks
- Garbage collection is on Mondays and Thursdays. Please take cans to street night prior to collection days. Cans must be removed from the street by 6PM the day of collection.
- Sand Dunes are protected by law. Please stay off of the dunes.
- Sea Turtles are an endangered species-DO NOT INTERFERE WITH THEM! No lights are allowed to illuminate the front beach after 10 pm from May 1st until September 31st

Signature: _____

Date: _____

TRAVEL INSURANCE

Optional Travel Insurance coverage is offered on all reservations. Travel Insurance provides insurance for trip cancellations, trip interruptions and trip delays, such as medical emergencies and mandatory evacuations. This insurance covers the rental rate and taxes paid for the unit reserved. Travel Insurance is NON-REFUNDABLE.

It is not already added onto your reservation. It is an extra fee that you may add to your reservation by calling our office or by marking below that you would like to add it. ***We strongly urge you to purchase this coverage to cover your vacation investment, as refunds may not be offered in cases of OPTIONAL hurricane evacuations.*** Guests will not be entitled to a refund from the agent, owner or the insurance company if, at least 30 days prior to taking possession of the reserved rental unit, guest refused to purchase the policy. Please note that the terms of the policy define the coverage. Any conflict in the nature or extent of the coverage between the terms of the policy and this Agreement will be governed by the policy. This Agreement is not intended to serve as a substitute for the policy or to define any of the policy terms or provisions. If State or local authorities order a mandatory evacuation of an area that includes the reserved rental unit, guests shall comply with the order and may be entitled to a refund. All questions, including claim questions, should be directed to Rental Guardian 1-888-933-1113. Additional information regarding travel insurance and a copy of this policy is available at www.fredhollandrealty.com.

If Travel Insurance is **NOT** desired please indicate by initialing below:

_____: I AM NOT PURCHASING Travel Insurance and have not enclosed the premium.

If Travel Insurance IS desired please indicate by initialing below

_____ : I CONFIRM that I have purchased Travel Insurance and have enclosed the premium.