



## Our Policies

In accordance with the National Association of Realtor's Standards of Practice and Code of Ethics, it is disclosed that Palm Air Realty™ has a contractual relationship with the owners (landlords) represented in these policies and on our website. This contractual relationship employs us to act as their agents and treat all parties (owners and guests or tenants) honestly, fairly, and in good faith. The price of any services provided herein by or through Palm Air Realty™, Inc may include a profit for the company. We follow the NC Vacation Rental Act (state statute Chapter 42A).

You agree to the terms of the Vacation Rental Agreement and the credit card charges applied to your Vacation Rental.

***\*\*\*\*Rates are subject to change without notice. Additional fees and taxes may apply DIRECTLY or through Third-Party booking sites. \*\*\*\****

## Guest Policies

### Reservations

You may book a property either online or by phone. The website is [www.PalmAirRealtyNC.com](http://www.PalmAirRealtyNC.com). Your reservation is confirmed immediately. There are no cancellation windows. A **Vacation Rental Contract** or **Guest Licensing Agreement** will be emailed or mailed (if no email address) to you after you place your reservation whether online or over the phone. You must sign and return the contract or Agreement. All Vacation Rentals require a payment of 50% of the rental rate at the time of making the reservation. Fees may include in the reservation; Reservation fee, Pre-Determined Unit Cleaning fee based on unit size, Non-Refundable Rental Damage fee; as well as other applicable taxes. The 7% "optional" Travel Interruption Insurance must be paid within 30 days of the reservation being made to be viable. The 9.8% Any Reason Travel Insurance must be paid at the time of reservation to be viable. We accept Visa, MasterCard or Discover. All reservations are to be paid in full 30 days prior to the reservation arrival date. You agree to the terms of the Vacation Rental Agreement and the credit card charges applied to your Vacation Rental at the time of making your reservation online or over the phone.

### Travel Insurance

Trip Cancellation & Travel Insurance is available for 7% to cover medical and travel related incidences (can be bought up to 30 days PRIOR to your arrival date) OR 9.8% for any reason cancellation (MUST be bought at the time of making your reservation) of the total reservation cost including all applicable fees and taxes.

### [Rental Guardian Insurance](#)

Click the link above for program details by choosing your state of residence

If a MANDATORY EVACUATION is issued you MUST vacate your unit. If you CHOOSE to leave during a VOLUNTARY EVACUATION, there will be NO REFUND. Tenant will be entitled to a refund of the prorated rent for each night that Tenant is unable to occupy the Premises because of the order. HOWEVER, Tenant will not be entitled to a refund if, prior to taking possession of the Premises Tenant refused insurance offered by Agent that would have compensated the Tenant for losses or damages resulting from loss of use of the Premises due to a Mandatory Evacuation Order.

### Taxes – Required (13.00%)

North Carolina sales & use tax (7%). New Hanover County occupancy tax (6%). The total of 13.00% tax will be added to the cost of the reservation including other fees; such as, the reservation fee, cleaning fee, damage insurance fee, and rental of linens.



## Accidental Damage to Rental Property

A NON-refundable damage protection rental fee of \$69.00 plus applicable tax is included on all rentals that do NOT REQUIRE a Security Deposit for any unintentional damages or accidents up to \$200.00, subject to exclusions and limitations that occur to the premises during your rental period. Any damage or accident that is not accidental or unintentional will be the responsibility of the leaseholder. SOME rentals also require a refundable Security Deposit.

## Cancellation Policy

Guest will be in **DEFAULT** by material breach and will NOT be entitled to reimbursement for ANY advance payment UNLESS premises are re-rented. Guest shall send written notice to Agent. A **NON-REFUNDABLE** administrative fee of 25% of the TOTAL Reservation cost or \$100.00 whichever is GREATER is charged for canceling a reservation.

**IF** premises are re-rented, a refund of advance rent will be made less the **NON-REFUNDABLE** administrative fee of 25% of the TOTAL Reservation cost or \$100.00 whichever is GREATER including any state or county mandated taxes. Agent will try to re-rent to minimize losses.

**Hurricane and Other Natural Disasters** – If a MANDATORY EVACUATION is issued you MUST vacate your unit. If you CHOOSE to leave during a VOLUNTARY EVACUATION, there will be NO REFUND.

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## Reservation Change Policy

A \$35.00 non-refundable administrative fee including any state or county mandated taxes is charged for making a change to an existing confirmed reservation.

## Maximum Occupancy

MAXIMUM OCCUPANCY is STRICTLY enforced. Exceeding the stated occupancy will result in rental termination and NO REFUND will be made.

- Full, Queen or King bed will accommodate ONLY 2 people
- Sleeper Sofa bed will accommodate ONLY 2 people
- Twin bed will accommodate ONLY 1 person

## Miscellaneous Charges

Guest will be charged \$5.00 for ANY credit card refund.

Guests will be charged \$25.00 - \$100.00 for Lost Keys depending on type of key.

Guest will be charged \$35.00 for any Lock-Out.

Guest will be charged for lost parking passes up to \$100.00 as applicable to the Condo Association rules & regulations.

Guest will be charged for lost pool keys up to \$100.00 as applicable to the Condo Association rules & regulations.

Guest may be charged up to \$500.00 for not following the policies, check-out list, non-smoking compliance, or any obligations imposed by the Vacation Rental Act.

All extra fees are subject to any additional mandated taxes by state or county jurisdictions.



## Dog Friendly Units

All reservations will pay a Dog fee of \$65.00 - \$200.00 PER DOG depending on property and size of Dog. The fee is non-refundable. This is not-optional and applies to units that allow Dogs (most condos do not allow Dogs). Any Dog found outside or around a non-dog friendly unit will be fined 5200.00 and could result in immediate eviction and forfeit of all rents paid along with any damage that resulted from the Dog. **STRICTLY ENFORCED.** [Beach Laws for Dogs](#)

## Linen Rental & Beach Extras

All bedrooms come with our luxury linen package. The linen package contains one sheet set, pillow cases, bath towels, hand towels, washcloths, per bed. Palm Air Realty supplies a complimentary “starter kit” of hotel size shampoo, soap, 2 trash bags, 1 roll of toilet paper, 1 roll of paper towel. You may purchase a linen package for any sleeper sofa for a nominal fee of \$28.00 plus 13% tax. You can order at the time of placing your reservation by calling the office at 910-458-5269 or sending an email to Rentals@PalmAirRealtyNC.com.

## Final Payment

Due 30 days PRIOR to your arrival date. Money Order, Bank Check, Visa, MasterCard, Discover, and American Express are accepted. Lack of payment will result in a “cancellation”. (see Cancellation Policy).

## All Units Are Non-Smoking

Any evidence of smoking in the unit will result in a fee charge up to \$500.00 and is cause for immediate eviction and forfeit of all rents paid. **STRICTLY ENFORCED**

## Registered Guests Must Be 25 Years of Age

Family groups only. No sororities, fraternities, prom groups, etc. You will be asked to vacate immediately if you misrepresent yourself or others in your group. No refund will be given if you are asked to vacate the premises.

## Last-Minute Reservations

Reservations made less than 30 days prior to check-in require full payment at the time of reservation. We offer nightly options by calling 910-458-5269. Visa, MasterCard, Discover, American Express. The **Vacation Rental Agreement** can be sent to you by FAX or EMAIL and returned by FAX or EMAIL to expedite the completion of your reservation.

## Location Descriptions

**Oceanfront** – indicates a property is on the Oceanside of any roadway with a direct view of the ocean

**Oceanview** – indicates a property is on the Oceanside of any roadway with a partial view of the ocean from a balcony

**Second Row** – indicates a property is located to the west side of a roadway, across the street from the ocean and may or may not have any view of the water

**Sound side** – indicates a property is located on the Sound side of the roadway with a direct view of the Sound

**Soundview** – indicates that the property is located across the street from the Sound side of the roadway and may or may not have any view of the water.

**Interior** – indicates that the property is located away from the water and inside the island offering no view of the water.



## **Check-Out Procedures & Cleaning**

A departure cleaning fee is charged to each reservation. The fee is dependent on the size of the unit. Follow the “check-out” guidelines posted. Remove trash from premises, run garbage disposal, remove all food and clean refrigerator. Dishes should be washed prior to your departure. Lock all doors and windows. Return both sets of keys to the rental office by 10AM sharp. Use the DROP BOX outside the office if you check-out prior to office hours. **DO NOT LEAVE KEYS IN THE UNIT.** You may be charged an extra day for unreturned keys.

## **Arrival & Departure**

Check-in at the Palm Air Realty office (133 N. Fort Fisher Blvd., Kure Beach/building with the orange trim) before going to any rental location.

CHECK-IN is from 3:00PM – 5:00PM. Please call to report ANY problem with your unit within 1 HOUR of check-in.

LATE arrival - NO PROBLEM. We have after hour's packets available for those guests checking in late. CHECK OUT is 10:00AM sharp.

## **Telephones**

Telephones are available in some units for your convenience. Most are blocked to prevent direct dialing of long distance calls. Please do not abuse this convenience. Use calling cards for long distance or directory assistance calls.

## **Liability**

Guests are responsible for the safety and behavior of their children and other guests in the reservation party.

## **Errors and Omissions**

Every effort has been made to ensure that any written information contained in brochures and on our website, is accurate. Prices are subject to change. We cannot be responsible for errors, omissions or a late change in pricing.

## **Lost and Found**

We will make every effort to locate any possessions left behind. We will ship the items back to you for the cost of packaging and shipping. Any items found in units will be kept for 30 days. Unclaimed items will be donated to charity.