

SAMPLE GUEST LICENSE AGREEMENT – RESORTQUEST

1. **AGENCY DISCLOSURE:** It is understood that each property is privately owned, including linens and furnishings, with ResortQuest (hereinafter referred to as "RQ") acting solely as Agent for the Owner. The Guest(s) agrees to compensate the Agent for any damages caused by their carelessness or negligence including missing or damaged linens. RQ is not responsible for articles lost, stolen or left.
2. **FINAL PAYMENT:** The rental balance is required 30 days in advance for villas, and 60 days in advance for homes. Should RQ not receive the final balance by this due date, the Guest authorizes the Agent to charge the balance due on the reservation to the Guest's credit card on file. Guest payments earn interest and accrue to the benefit of the Guest. The Guest agrees that all interest from these payments shall go to RQ.
3. **CANCELLATION:** Cancellation received within 72 hours of booking will incur no penalty. After 72 hours have passed, cancellations are subject to a non-refundable \$50 Processing Fee. Cancellation received within 30 days of arrival for villas or 60 days of arrival for homes will result in forfeiture of the payments made. If the property gets rebooked at the same rate, for the same dates, the guest can request a refund of the rental amount paid.
4. **CSA TRAVEL PROTECTION:** Guests are automatically offered CSA'S Travel Protection for a premium amount of 6% of the stay. We strongly recommend this benefit, but if you chose to decline you must do so within 10-days of booking, after which the charge will be NON-REFUNDABLE. Guest may choose to opt-out, however, no refunds will be available from ResortQuest for unforeseen circumstances such as illness, death or Acts of God including but not limited to mandatory hurricane evacuations, and the like. The plan can be purchased up until the time of final payment. Please see plan details for further benefit information.
5. **SECURITY DEPOSIT PROTECTION:** The Security Deposit Protection Plan is \$45 per reservation and covers up to \$1500 in accidental damages. This benefit is available to our guests in lieu of a Security Deposit. We strongly recommend this benefit, but if you chose to decline you must do so within 10-days of booking, after which the charge will be NON-REFUNDABLE. The plan can be purchased up until the time of check-in. Please see plan details for further benefit information.
6. **TOWN ORDINANCES:** Guest agrees to abide by the covenants of the Community Association and all Town ordinances. The Agent has the prerogative to terminate this agreement and ask violators to vacate. No refund will be given for the time remaining in their reservation. Occupancy and use of the premises and communal areas shall not be such as to disturb or offend Guests or Residents (e.g. guests may not hang articles from windows or balconies, bikes will be stored in designated areas, etc.). **NO HOUSE PARTIES ARE PERMITTED.** Guest(s) agrees not to smoke inside rental properties or other designated non-smoking areas.
7. **OCCUPANCY:** The Guest(s) acknowledges and understands that he (she) is a licensee of the Owner and not a tenant; and are not acquiring any interest in the property. The Guest(s) acknowledges and understands this reservation is only for the number of adults and children listed. Violators will be asked to leave and will not be refunded any money for the time remaining in their reservation. Should the accommodation become unavailable due to maintenance reasons or is no longer available for rental, RQ will provide alternative accommodations and will notify the Guest if possible.
8. **MAINTENANCE:** Guest(s) agree that RQ or its agents or employees may enter the premises for the purposes of effecting necessary repairs and/or maintenance or for other necessary purposes. All reasonable efforts will be made to handle maintenance emergencies; however, no guarantee can be made that such problems can be resolved immediately. Please notify our office

of any maintenance needs during your stay so repairs can be scheduled. No refunds will be made for mechanical failures.

9. CHECK-IN: The Guest(s) acknowledges and understands that check-in is no earlier than 4:00 PM. Due to our high standards for cleanliness, not all units will be ready for check-in promptly at 4:00. Keys to accommodations will not be dispensed until the property has been prepared for arrival (generally between 4:00 pm and 6:00 pm).

10. CHECK-OUT: Check-out is no later than 10:00 AM. The Guest(s) agrees to return all keys to RQ's front desk upon departure. There will be no refund for early departures for any reason, weather related or not. Please refer to CSA Travel Protection coverage which may cover certain unforeseen circumstances relating to early departures.

11. PARKING: Guest acknowledges car passes are limited per property with a minimum of 2 cars per property. Motorcycles, campers, boats, trailers and RVs are not allowed in the Resort.

12. PETS: Pets are strictly prohibited unless in designated "pet friendly" properties with prior approval and registration. Pets are limited to dogs only.

13. POOL ACCESS: Pool access on the island is limited. Private and community pools are restricted to the use of guests staying in particular accommodations. If pool access is important to you, please verify the access associated with the accommodation you rented.

Check here with your intent to either accept or decline CSA Travel Protection

I wish to keep Travel Protection on my reservation

I wish to decline Travel Protection

Check here with your intent to either accept or decline Security Deposit Protection

I wish to keep the Security Deposit Protection on my reservation

I wish to decline the Security Deposit Protection