



# Palm Air Realty, Inc

## Disclosure

In accordance with the **National Association of Realtor's Standards of Practice and Code of Ethics**, it is disclosed that **Palm Air Realty, Inc** 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.

## Guest Policies

**Reservations** – Reservations begin on January 2 each year. Reserve a property either online or by phone. The website is [www.PalmAirRealtyNC.com](http://www.PalmAirRealtyNC.com). A **Vacation Rental Contract** will be mailed to you after you place your reservation of one week or more. You must sign and return the contract with the appropriate funds. All Vacation Rentals require a payment of 50% of the rental rate at the time of making the reservation. This will include \$25.00 reservation fee, Unit Cleaning fee, and \$45.00 Damage insurance fee, as well as all applicable taxes. The “optional” Travel Interruption Insurance must be paid within 14 days of the reservation being made to be viable. We accept Visa and Mastercard.

**Reservation Fee** – A \$25 non-refundable fee is required with each **Vacation Rental Confirmation and/or Contract**.

**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.

**Travel Insurance** – Travel Guard insurance is added to each **Vacation Rental Contract** at a current rate of 7% of total booking cost. (Rate is Subject to Change). Insurance includes coverage for medical emergencies and cancellation for a mandatory evacuation. You can opt-out by initialing the contract, but it is **STRONGLY** recommended to protect your travel investment against unforeseen issues that would prevent or interrupt your vacation. No refund if you Opt-Out even in the event of UNFORESEEABLE CANCELLATIONS including HURRICANE EVACUATIONS. For more information call Travel Guard 1-888-409-7749.

**Accidental Rental Damage Insurance** – Travel Guard Damage insurance is added to all Rental Contracts in lieu of a security deposit. The insurance cost is \$45 and covers unintentional damage up to \$1500. It also covers damage caused by pets in pet-friendly properties. Each reservation will be purchasing the Travel Guard Damage insurance instead of paying a security deposit. This plan carries liability protection of up to \$1500.00 for damage that results from accidental damage due to your acts or omissions at a cost of \$45. The plan does not cover negligent, willful or wanton conduct. You will be responsible for notifying Agent of damage or theft during your occupancy, or the plan will be void. If you do not purchase, you must decline by initialing the on the contract form.

**Cancellation and/or Change Policy** – A \$35 non-refundable administrative fee is charged for making a change or canceling a reservation. In the event a Guest requests cancellation of the Vacation Rental Agreement, Guest shall send written notice to Agent. Guest will be in default by material breach and will not be entitled to reimbursement for any advance rent payment unless premises are re-rented. If Premises are re-rented, a refund of advance rent will be made less a \$35.00 cancellation fee. Agent will try to re-rent to minimize losses. Trip Cancellation & Interruption Insurance is highly recommended.

**Hurricane and Other Natural Disasters** – If a MANDATORY EVACUATION is issued you MUST vacate your unit. No refund will be made UNLESS you have purchased Travel Guard insurance. If you CHOOSE to leave during a VOLUNTARY EVACUATION there will be NO REFUND.

**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** – You are given 2 sets of keys upon check-in. You will be charged \$25.00 for Lost Keys. You will be charged \$25.00 for any Lock-Out. You will be charged for lost parking passes up to \$50.00 as applicable to the Condo Association rules & regulations. You will be charged for lost pool keys up to \$30.00 - \$50.00 as applicable to the Condo Association rules & regulations. Charges may also include applicable taxes.

**Pets & Friendly Units** – All reservations will purchase Vacation Rental Damage Insurance for \$45 non-refundable. This is not-optional and applies to units that allow pets (most condos do not allow pets). Any pet found outside or around a non-pet friendly unit will be fined \$250 and could result in immediate eviction and forfeit of all rents paid along with any damage that resulted from the pet. STRICTLY ENFORCED.

**Linen Rental & Beach Extras** – You may purchase a linen package or other beach extras for a nominal fee. You can order at the time of placing your reservation. The linen package contains one sheet set, pillow cases, towels, hand towels, washcloths, and kitchen towel per bed. **Palm Air Realty** supplies a complimentary “starter kit” of hotel size shampoo, lotion, soap, 2 trash bags, 1 roll of toilet paper, 1 roll of paper towel, 1 packet of decaf & regular coffee with creamers & sugars.

**Final Payments** - Due 30 days PRIOR to your arrival date. Money Order, Bank Check, Visa or Mastercard are accepted. Lack of payment will result in a “cancellation”. (see Cancellation Policy).

**All units are Non-Smoking** - Ash trays are provided for “outdoor” smoking. Empty ash trays and butts in outside receptacles. Any evidence of smoking in the unit will result in a charge of \$250.00 fine 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.



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**Last-Minute Reservations** – Reservations made less than 30 days prior to check-in require full payment at the time of reservation. Visa, Mastercard, or certified payment is accepted. Certified payment must be expressed overnight P.O. Box 82, Kure Beach, NC 28449. The Vacation Rental Confirmation and/or Contract 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
- Soundside** – 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 Soundside 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 on the refrigerator. 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.

**Arrival & Departure -** Check-in at the **Palm Air Realty** office (133 N. Fort Fisher Blvd., Kure Beach) before going to any rental location  
CHECK-IN is from 2:00PM – 5PM. Please call to report ANY problem with your unit within 1 HOUR of check-in.  
LATE arrival MUST be arranged in advance – a fee of \$25 will be charged for failure to make prior arrangements  
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 insure 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.