

## **Rental Rules/ Contract I**

Your Virginia Beach – 900 Pacific Ave.  
919 Pacific Ave. Unit D, Virginia Beach, Virginia 23451, Phone #804 448-1489.

1. CHECK-IN TIME IS AFTER 3:00 PM (EST): Please plan your check-in day so you arrive after 3 pm. Our housekeepers need every minute of the 10 am - 3 pm window to ensure the cleanliness of the condo.
2. CHECK-OUT TIME IS BEFORE 10:00 AM (EST): Please check out no later than 10 am (EST). Prompt departure is necessary to prevent delay of guests checking in behind you. Upon check-out, please

- Leave dishes washed and put away
- Beds stripped and blankets folded.
- Remove all trash from the premises; there is a dumpster for all trash.
- Remove personal items.
- Leave property in orderly condition.
- Close and lock all windows.
- Lock the door behind you.

**Note:** There will be a fee of 25.00 charged for every 15 min. that the guest remains in the property after 10am.

3. PROPERTY: The property is fully furnished except for sheets and towels. There will be pillows, blankets and/or bedspreads, and mattress pads for all beds. You need to bring sheets, pillow slips, towels & washcloths.
4. This is a NON SMOKING unit.
5. Pets are not permitted in rental units under any conditions.
6. We will not rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent.
7. LOCKED OWNERS CLOSET: The property owner maintains a locked closet for their own personal use. Please respect this closet, as it is not to be opened. Any evidence of tampering with the locked closet will result in your deposit being non-refunded!
8. ITEMS LEFT BEHIND: The Owner is not responsible for items left at the property by guests. Please double check for all personal items before departure. A minimum \$20 fee will be required to return by mail any items left in property and guest must pay for postage.
9. DAMAGE/RESERVATION DEPOSIT- A damage/reservation deposit of **\$350** is required. This must be received within seven (7) days of booking the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT applied toward rent; however, it is fully refundable within (14) days of departure, provided the following provisions are met.

- a. No damage is done to unit or its contents, beyond normal wear and tear.
- b. No charges are incurred due to contraband, pets or collection of rents or services

rendered during the stay.

c. All debris, rubbish and discards are placed in dumpster, and soiled dishes are cleaned and put away.

d. No linens are lost or damaged.

e. NO Early check-in or late check-out.

f. The renter is not evicted by the owner (or representative of the owner), the local law enforcement, the security company employed by My Complex.

10. PAYMENT – An advance payment equal to 50% of the rental rate is required 60 days before arrival. The advance payment will be applied toward the room rent. Please make payments in the form of traveler's checks, bank money orders, cashiers checks or personal checks payable to Kelly Phillips. The advance payment is not a damage deposit. The BALANCE OF RENT is due thirty (30) days before your arrival date.

11. CANCELLATIONS – A sixty (60) day notice is required for cancellation. Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty. Cancellations or changes that result in a shortened stay, that are made within 60 days of the arrival date, forfeit the full advance payment and damage/reservation deposit. Cancellation or early departure does not warrant any refund of rent or deposit.

12. MONTHLY RESERVATION CANCELLATIONS – Monthly renters must cancel one hundred twenty (120) days prior to check-in. Monthly renters who make a change that results in a shortened stay must be made at least ninety (90) days prior to check-in.

13. MAXIMUM OCCUPANCY- The maximum number of guests per condominium is limited to four (4) persons. Exceeding this limit will result in your deposit being non-refunded, and the occupants asked to leave the premises without a refund.

14. NO DAILY MAID SERVICE – While linens and bath towels to be provided by the renter, there is a laundry mat on site for your use. We suggest you bring beach towels.

15. RATE CHANGES – Rates subject to change without notice.

16. FALSIFIED RESERVATIONS – Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check-in.

17. WRITTEN EXCEPTIONS – Any exceptions to the above mentioned policies must be approved in writing in advance.

18. PARKING – There is one parking space designated for the unit, which is marked with the address (919 D). If additional parking space is required there is a parking garage right next door to the building. For a nominal fee you can park any extra vehicles there.

19. MAINTENANCE / REFUNDS: All equipment in this property should be in working order. Please report any inoperative equipment to **Kelly Phillips – 804 448-1489**. We will make every effort to have repairs made as soon as possible. Owner & any authorized key holder of this property shall have the right to inspect and make repairs during the rental period. Guest shall be charged for any unnecessary maintenance calls. No reduction of rent, rebate, or refund will be issued for any mechanical failure of air conditioning, major or minor appliances, public utility interruptions, guest dissatisfaction, errors on website(s), or changes made by Owner in bedding, furnishings, equipment, etc.

20. HURRICANE OR STORM POLICY – No refunds will be given unless:

- a. The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning area" and/or
- b. A "mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning," area, we will refund:

- 1. Any unused portion of rent from a guest currently registered,
- 2. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
- 3. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Hurricane Warning" period.

By Signing Below, I agree to all terms and conditions of this agreement

Signature: \_\_\_\_\_ Date \_\_\_\_\_

You may mail this agreement to:

Kelly Phillips  
14177 Countyline Church Rd.  
Woodford, VA 22580

Or Fax it to the following:

804 448-3249