



TYBEE BEACH VACATION RENTALS

RENTAL AGREEMENT, HOUSE RULES, RESERVATION POLICIES, AND GUIDELINES ACKNOWLEDGMENT:

By placing this reservation, Renter, guests, and all visitors to the Property agree to abide by the following policies, guidelines, rules, regulations and all city ordinances, state and federal laws. In addition, all parties, as mentioned above, must comply with all association and development rules of which the Property is a member. These rules include any that are property-specific or found on placards or laminates. It is the responsibility of the individual signing the Agreement (GUEST) to ensure compliance with these policies, rules, and guidelines for all guests and visitors of the Property.

Violation of any of these may be considered grounds for eviction and immediate property inspection by TBVR staff, emergency personnel, local, state, and federal authorities.

It is the responsibility of the individual signing the Agreement (GUEST) to ensure compliance with these policies, rules, and guidelines for all guests and visitors of the Property.

This RESERVATION is NON-TRANSFERABLE and becomes binding to the RENTER (GUEST) upon AGENT'S (TBVR) receipt of the RENTAL DEPOSIT OR PAYMENT IN FULL.

All reservations canceled 48 hours or more from the time and date of booking are subject to a \$150 cancellation fee.

IN ADDITION:

Reservations canceled for any reason within 60 days of the time and date of arrival will result in forfeiture of the RENTAL DEPOSIT (50% of the original rental rate plus all taxes and fees).

Reservations canceled within 15 days of the time and date of arrival will result in forfeiture of the entire rental amount, including all taxes, fees, and rental deposits.

This CONFIRMATION serves only to affirm the RESERVATION terms included in this agreement and the House Rules, Rental Policies, and Guidelines. Failure to sign and/or return this CONFIRMATION before Check-In does not void or in any way modify this RENTAL AGREEMENT or release the RENTER from any of its TERMS, CONDITIONS, or RENTAL POLICIES.

Unless AGENT is notified in advance of late arrival, failure of the RENTER to CHECK-IN on the ARRIVAL DATE constitutes a "NO SHOW" and an amount equal to 100% of the RENTAL PRICE, inclusive of any RENTAL FEE or DEPOSIT(S) collected, will be charged to the securing CREDIT CARD offered at the time this RESERVATION was made.

GUEST AGE AND VERIFICATION REQUIREMENTS:

The individual signing the Rental Agreement must be 25 years of age or older with a qualifying security deposit, debit, or credit card on file with TBVR. They must be present for the rental duration and accessible by phone and email before arrival, during their stay, and after departure. This person is also responsible for verifying all overnight guests and visitors to the property understand and comply with the rules outlined in the Rental Agreement.

RENTAL PAYMENTS:

All prices are in U.S. Dollars and are subject to change without notice. Even after a reservation is paid in full, the total cost is subject to change due to the imposition of new taxes or other charges by governing

bodies. We accept Visa, MasterCard, American Express, and Discover. Debit Card users - please be aware that your financial institution may place a hold on your account that may exceed the amount charged to your account.

RENTAL TERMINATION:

Tybee Beach Vacation Rentals reserves the right to refuse rental or terminate a rental if, in its opinion, the Guest has violated the terms, conditions, and limitations set forth here and in the Rental Agreement or in the event of unforeseen circumstances or conditions beyond their control.

UNIT AVAILABILITY:

The Agent will make every effort to accommodate guests in the specific unit contracted. The unit owner may sell the Property, and unforeseen circumstances may make it unfit for rental or otherwise unavailable. Should this occur, Tybee Beach Vacation Rentals shall make every effort to find suitable replacement accommodations for the same period without liability for breach of contract.

However, rates at the replacement property may vary from the original Property contracted. Should suitable replacement accommodation not be found, the Renter shall be entitled to a full refund of any fees and/or deposits collected.

Regardless of the final disposition, Tybee Beach Vacation Rentals` liability shall be limited to refunding any monies collected via the payment method used by the Guest to place the reservation.

PROPERTY LISTINGS, DESCRIPTIONS & RATE CHANGES:

While our goal is total accuracy, Tybee Beach Vacation Rentals is not responsible for changes made to the Property by the owners without our knowledge or for input errors on behalf of third-party listing sites or in our brochures or web site. We make every effort to accurately describe each Property via pictures, descriptions, pricing, and knowledgeable staff. However, matters of personal taste, style, and quality may vary from unit to unit, and property descriptions, contents, and rental rates are subject to change without notice.

PRIOR TO ENTERING PROPERTY, RENTER (GUEST) MUST SIGN THE RENTAL AGREEMENT:

Without a signed rental agreement on record signed by the designated responsible person, parking and/or pool passes, property access codes, keys, gate cards, and fobs will not be released to the Guest. It is unlawful for any member of the rental party to enter the Property until signature is complete and all departments clear the Property for arrival. There are no exceptions to this policy.

CHECK-IN/CHECK-OUT TIMES AND LOCATION:

Our office address is 1106 US Highway 80, Tybee Island, GA 31328, and is within 5 miles of all Tybee Beach Vacation Rentals properties. We require ALL guests to collect their arrival packets at this address. You must check-in at our office regardless of whether or not you arrive during normal business hours. Normal Check-In time is between 4:00 PM and 5:30 PM. We cannot guarantee a specific Check-In time and access to the Property will NOT be permitted until the Property has been cleaned and inspected. If you or your party plan to arrive outside regular office hours, confirmation and approval must be made by phone with a reservation sales and guest services agent within 48 hours of arrival.

All outstanding balances due on late arrivals will be charged to the credit card used to secure the reservation unless an alternative payment method is arranged prior to the close of business on the arrival date.

Check-out Time is BEFORE 10 AM. Overstaying the Check-out time of 10:00 AM may result in additional charges. We cannot accommodate scheduled early check-ins or late check-outs at any time. Arriving late or departing early from a rental property, regardless of reason, does not alter the terms stated in the Property Rental Agreement and no discounts or refunds will be given. Trip Interruption/Cancellation Insurance is available through Tybee Beach Vacation Rentals and other 3rd party vendors to cover most circumstances that would result in cancellations, late arrivals, or early departures.

VALID ID AND DEBIT/CREDIT CARD USED FOR THE RESERVATION WILL BE REQUIRED AT CHECK-IN:

The person whose signature is on the Rental Agreement will be required to provide a valid government-issued photo I.D. and matching credit or debit card at or prior to check-in. All late arrivals may be required to provide credentials in person at the office no later than 5 PM the following business day.

OCCUPANCY RESTRICTIONS, NO PARTIES, EVENTS, OR LARGE GATHERINGS:

Unit occupancy is for the number of people authorized in the Rental Agreement only. In some cases, additional children may be allowed provided they meet the city ordinance definition of "younger than 15 years of age. Additional visitors to the Property shall not exceed this number at any time.

Tybee Beach Vacation Rentals does not rent properties for the purpose of celebrating an event (Graduation or Prom related, Birthday Parties, Wedding Receptions, etc.) or to individuals whose intention is to allow people on the Property in excess of the occupancy limits of the Property. No exceptions are to be made for any reason without the express written consent of Tybee Beach Vacation Rentals.

Gatherings may be permitted if the occupancy restrictions are observed, and there is no unruly or disorderly conduct. Specific examples include but are not limited to excessive noise (10 PM Noise Ordinance) and disturbances to adjacent Property. Such conduct at the Property may result in an immediate inspection by TBVR staff, code enforcement, and local authorities, followed by eviction of guests from the Property without a refund of any kind. Any citations or multiple visits by code enforcement or other authorities deemed a public disturbance will result in immediate eviction.

NO EXTRA, OVERSIZED, OR EXTENDED VEHICLE PARKING:

The maximum number of vehicles permitted at a property is indicated on the website listing for each Property and the Rental Agreement. Regardless, no additional vehicles are allowed. If more than the number of vehicles authorized will be present during your stay, the owner/operator must use paid public parking. Parking can be purchased at the many kiosks or smartphones by downloading the **TYBPark** app from the Apple or Google Play stores. Most of the rentals in our inventory will not accommodate raised or oversized vehicles. Vehicles with lift kits, extended beds or cargo bays, and roof or hitch racks will also have restricted access at these properties. Concerning parking, guests and visitors assume all liability for any damage caused to vehicles, personal property, adjacent properties, persons, or pets. Neither Tybee Beach Vacation Rentals nor the property owner will be held liable for such damages for any reason.

SMALL DOG-FRIENDLY UNITS AND SERVICE ANIMALS:

Animals are not allowed in rental units unless the Property is designated explicitly as Small Dog Friendly. Tybee Beach Vacation Rentals approve the type, breed, and number of dogs prior to occupancy. Small

dogs are defined as 35 pounds or less. No cats, birds, or other animals, except "Service Animals." are permitted on any property. A non-refundable Pet Fee of \$100 per pet is required. Authorized pets are never to be left at the Property unattended unless they can be secured in a crate. The person responsible for the pet assumes all liability for its behavior and safety and recognizes that staff may need entrance to the Property when guests are not present.

The presence of unauthorized pets or failure to disclose that an animal has been in or on the Property, whether the animal(s) is the responsibility of the renters or their guests and may result in immediate eviction with no refund of rental charges plus an additional \$300 cleaning and ionization service fee. Any damage to the Property caused by the animal(s) will be charged to the securing credit card. Damage or flea infestation caused by pets and "failure to disclose" penalties ARE NOT covered by the damage protection policies offered by TBVR or third-party listing sites.

Animals demonstrating aggression or unruly behavior such as constant barking or damage to Property will result in eviction without refund if the animal is not removed from the Property in a reasonable amount of time.

Our policy is ADA compliant by allowing service animals which by definition does not include emotional support animals.

PLEASE REPORT ANY PROBLEMS OR CONCERNS UPON ARRIVAL:

If you have any housekeeping or maintenance-related concerns at your unit upon arrival, please let us know as soon as possible. If your arrival is outside regular business hours and the matter is not urgent, it will be addressed the following day. Please assist us in serving your needs promptly by leaving a voicemail or text message (912-786-0100). Guest services will be in contact with you to assist the following day.

HOUSEKEEPING:

Your unit will be equipped with bed linens, bath and kitchen towels, and bath, and kitchen amenities. Our housekeepers will clean the rental unit after you check out. No guests or visitors are permitted to enter the Property while the housekeeping or inspection staff is on-site. If the Property is entered by the Guest prior to it being cleared by these departments, the contractor or staff member has been instructed to politely remind the Guest of this policy and if the Guest does not comply, depart the Property. This includes all parking and exterior areas. This is done as a safety precaution and to achieve the goal of maintaining the best possible quality of product and performance. If TBVR staff or contractors are requested to return to the Property as a result of such a circumstance there will be a minimum \$75 service fee.

Additional cleaning services during your rental period may be arranged at an additional charge. At the end of your stay, you need to take out all garbage, wash and leave all dishes, utensils, etc. clean and ready for the next Renter, and return all furniture to its original location to avoid additional housekeeping charges

MECHANICAL FAILURES & MAINTENANCE:

Although we cannot guarantee the operation of all appliances, our staff makes every effort to keep all equipment and appliances in good working order. We strongly encourage you to report any equipment or mechanical failures as soon as possible

If reported, we will do our best to have any malfunctioning equipment repaired or replaced quickly; however, NO DISCOUNTS OR REFUNDS WILL BE GIVEN FOR MECHANICAL FAILURES OF EQUIPMENT OR APPLIANCES BEYOND OUR CONTROL. This policy includes but is not limited to refrigerators, freezers, ovens, convection ovens, stoves, microwaves, ice makers, water softening and filtration systems, wine coolers, coffee makers, blenders, toasters, toaster ovens, convection ovens, pool heaters, hot tubs, Jacuzzi's, bathtub spas, elevators, table and parlor games, telephone, televisions, remote controls, modems, routers, cable/satellite, and internet outages.

We have an after-hours emergency phone to report equipment-related lockouts, significant appliance, plumbing, or air conditioning problems. With reasonable notice, authorized agents, employees, or contractors may enter the premises during normal business hours for purposes connected with the rental unit's repair, care, or maintenance.

Calling to give feedback after your trip is always appreciated, but no compensation will be granted if no opportunity was provided during the stay to address the concern. We reserve the right to transfer your stay to an alternate vacation rental if an issue preventing your stay at the chosen unit arises.

REFRIGERATOR OR FREEZER SETTINGS:

Adjusting the settings to your unit refrigerator /freezer will likely reverse the desired effect and is not recommended. The freezer cools most refrigeration systems, and the controls adjust airflow to other compartments. If the refrigerator has recently been filled with warm, room temperature, or even cool liquids and other groceries, it can take several hours or more to cool to a desirable temperature. If it wasn't already cold and needs to be cooled quickly, we suggest bringing along or purchasing a cooler and ice. Damage caused as a result of adjusting these controls will be the responsibility of the renter. This includes damage caused to structure, walls, cabinetry and flooring from frozen units leaking.

AIR CONDITIONING AND HEATING MUST REMAIN OFF WHEN WINDOWS OR DOORS ARE OPEN:

Leaving doors and windows open while using the HVAC is highly wasteful and taxing on equipment. Doing this can cause the evaporator to freeze, resulting in a 24 hour defrost cycle and potential permanent damage to an HVAC unit which will incur a minimum \$150 service fee.

CABLE, SATELLITE, INTERNET, WIFI, AND STREAMING MEDIA SERVICES:

Every effort is made to ensure that the unit is equipped with high-speed internet and basic cable or satellite, channel packages and service levels may vary from unit to unit and even room to room. We regret that we cannot guarantee access to programming or channels broadcasting your favorite sporting events or access to special programming.

Also, while all of our properties are required to have high-speed internet connectivity and Wi-Fi, it does not guarantee that Xfinity, ATT & T, or other service providers will not have outages regionally or nationally. We also can't guarantee equipment installed by these entities, and it does occasionally fail.

In the event of an outage or equipment failure, TBVR will remedy the situation as quickly as possible to the best of its ability. This scenario may require a technician to visit the Property and replace equipment. Because these services are dependent on the service provider and Tybee has limited

infrastructure to support certain high bandwidth services, we offer no refunds for any issues related to media service concerns.

This policy applies regardless of whether your trip is of a professional or personal nature. If you must have an internet connection at all times, it is suggested you bring along a mobile hotspot or another independently connected device as a backup.

If you are experiencing problems with service, we can often help resolve them over the phone. Please try to power cycle the malfunctioning device and verify television input settings are correct before calling for assistance.

PROPERTIES WITH POOLS AND HOT TUBS OR SPAS:

Guests renting properties with pools, spas, and hot tubs agree to follow any additional rules or guidelines provided by the property owner or managing association. All overnight guests and visitors acknowledge use of these water based facilities is at their own risk and without lifeguard supervision. In using these facilities, the Renter, Guest, and all visitors absolve TBVR, complex manager, associations and property owners of any liability related to death, injury or property damage resulting from their use. Individuals who do not or are not capable of swimming should exercise extreme caution. Children should never be left unattended.

Persons who have high blood pressure, heart conditions, skin sensitivities, children under the age of 12, or women who might be pregnant are strongly urged not to use hot tubs and spas. Please consult a physician prior to entering the hot tub or spa if you have questions or concerns about potential health and safety hazards. Hot tubs and spas can cause your blood pressure to rise. The added use of alcohol enhances this effect and be a significant danger.

Our pools, spas, and hot tubs are professionally cleaned and chemically treated at regular intervals. Bacteria is always a possibility in warm wet environments. To prevent unnecessary exposure to potential bacteria, we suggest running pumps and jets for 10 – 15 minutes before entering, particularly in smaller volumes of water. This action will circulate the chemicals and provide the best possible results. In more significant volumes of water, this is not as necessary because the chemical and water balance is inherently more stable. Bromine floaters should stay in tubs and pools at all times.

You should never wear jewelry into a hot tub spa or pool due to the chemicals used. The chemicals can also affect color-treated hair or damage towels and clothing. The best practice is to always shower before and after using a pool, spa, or hot tub to remove any chlorine or bacteria. Please keep soaps, bubble baths, bath oils, alcohol, and food away from pools, spas, and hot tubs as this could result in additional cleaning fees up to \$100.

Pool and hot tub covers are easily damaged. Please take extra care when removing, storing, and replacing them. Under no circumstances should any person or animal walk or stand on the cover of a pool, hot tub, or spa. Doing so may cause permanent damage, and replacement costs range from \$500 - \$1200. Should this occur, repair or replacement costs will be charged directly to the guest card on file.

AS WITH ALL WATER ACTIVITY, THE RISK OF DROWNING IS PRESENT. CHILDREN UNDER 18 SHOULD ALWAYS BE SUPERVISED. NEVER SWIM ALONE.

NOT ALL PROPERTY RENTALS INCLUDE ACCESS TO WATER BASED FACILITIES. THIS AGREEMENT IN NO WAY PROVIDES PERMISSION TO ACCESS WATER BASED FACILITIES FOR GUESTS RENTING PROPERTIES WHICH DO NOT INCLUDE ACCESS TO SUCH FACILITIES.

POOL RULES AND GUIDELINES:

- At least one member of a group must take responsibility for all group members' conduct and behavior while in the pool area.
- All persons using the pool area do so at their own risk. By signing this Agreement, you hold harmless Tybee Beach Vacation Rentals, the property owner, and complex or association from injury or property damage related to any incident connected with such use.
- The cost of any property damage in the pool area by an owner's Guest or Renter will be charged to the responsible Guest.
- Tybee Beach Vacation Rentals nor the owner, complex manager or association will be responsible for any loss or damage to personal property.
- Parents are responsible for the conduct of children using the pool facilities.
- In community pools, no non-essential flotation devices (rafts, rings, noodles, loungers, beds etc.), Frisbees, balls, etc., are permitted. The only exception to this rule is safety floatation devices for infants, toddlers, seniors and disabled individuals.
- All children under the age of fourteen (14) years must be under the direct supervision of an adult at all times, regardless of swimming ability.
- Children not potty trained must wear a swim diaper.
- Chewing gum and chewing tobacco are not permitted in the pool area.
- No running, pushing, or causing an undue disturbance in or around the pool area.
- No diving is permitted.
- No pets are allowed in the pool area except for service animals. Emotional support animals are not defined as service animals by the ADA and therefore also not allowed.
- Pool access may be denied to anyone with skin abrasions or lesions, colds, coughs, inflamed eyes, or infections to prevent the spread of bacteria, viruses, or contagious disease.
- Intoxicated persons will be denied use of the pool area.
- No one shall have glass or breakable items in the pool area. Please deposit litter in the appropriate trash receptacles.
- Appropriate swimwear is required in the pool area. Nudity and inappropriate apparel are not allowed.
- No owner's Guest or Renter shall take any property from the pool area. Guests are liable for property removed, damaged or destroyed by anyone in their party.
- No bicycles, skates, skateboards, scooters, or rollerblades are permitted in the pool area.
- Personal music and video players are to be used with headphones only. This policy includes laptops, tablets and smartphones, and CD, MP3, and DVD players.
- Any or all parts of the pool area may be closed for maintenance or weather-related conditions without notice.
- The pool area will be closed during all thunderstorms and other unsafe conditions. This policy includes extreme weather and circumstances deemed potentially hazardous to guests and general public health.
- Unless otherwise posted, pool hours are from 9 AM until 9 PM. This policy includes private pools. Violations and associated penalties of the city noise ordinance will be the responsibility of the Guest and their visitors.
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ROOFTOP AND RESTRICTED AREA ACCESS:

Unless a property has clearly designated roof top, balcony, patio or deck, access to these restricted areas and rooftops is strictly forbidden. Rooftop access is not allowed at any complex or development regardless of available access.

NO JUMPING OR HANGING FROM WINDOWS, DECKS, BALCONIES, OR STRUCTURES:

Jumping or hanging from windows, balconies, or structures is strictly forbidden regardless of Property. This policy includes jumping into pools from any of the previously mentioned.

NO BAR-B-Q GRILLING ON BALCONIES:

No grills of any type or fuel source may be used on balconies or in covered parking areas. This serious fire hazard includes gas, charcoal, and electric grills. Grills (where permitted) must be used on the ground floor at a safe distance from the Property and all surrounding hazards. This rule applies even if a grill is present on the balcony. In certain complexes and developments guests may only use the provided communal grilling areas.

NO SHELLS, SAND, OR OTHER POTENTIAL BLOCKAGE DOWN SINK DRAINS OR GARBAGE DISPOSAL:

Do not put shells, bones, cartilage, sand, rinds, seeds, coffee grounds, grease or other non-soluble items down sink drains or in garbage disposals. Please place these items in the garbage or other proper receptacle. The charge for repairing a seized disposal found to be damaged by such blockage is a minimum service fee of \$150.

DO NOT FLUSH HYGIENE PRODUCTS OR WIPES OF ANY KIND DOWN TOILETS:

Regardless of labeling, it cannot be flushed down the toilet if it isn't toilet paper or human waste. These items include "flushable wipes" and "hygiene" products. Please dispose of all other items in a garbage receptacle. If these articles present potential health hazards, please place them in a plastic bag and seal them to prevent unintended risk exposure. Properties that require a technician to visit and remove the blockage to drain lines caused by guests disposing of foreign items will be charged a minimum of \$200.

NO TOBACCO PRODUCTS, SMOKING OF ANY KIND, OR VAPING INSIDE THE PROPERTY:

Unless the Property is listed explicitly as a tobacco-approved property smoking anything at anytime is prohibited. This policy includes but is not limited to all types of tobacco, marijuana (medical or otherwise) or synthetic inhalants and the use of vaping or other non-medical inhalation devices. If there is evidence that smoking has occurred inside the Property or damage from tobacco or vaping residue stains, an additional \$300 cleaning and ionization service fee will be applied to the Guest's balance. This policy is strictly enforced and NOT covered by accidental property damage policies offered by us or any online travel agency.

***ALL BAY VIEW VILLAS AND DESOTO BEACH CLUB PROPERTIES AND SURROUNDING COMMUNITY AREAS ARE 100% TOBACCO AND VAPE FREE. THIS POLICY INCLUDES THE POOL, PARKING AREA, AND BALCONIES.**

ILLEGAL DRUGS AND ALCOHOL:

Any member of your party's use of illegal drugs and alcohol consumption by minors is strictly forbidden as part of our rental policy and by the law. This policy includes the use of any form of marijuana or its derivatives. All violations are documented, recorded, and reported to the authorities. Any member of the rental party or visitors exhibiting signs of dangerous intoxication levels, including severe mobility

and speech impairment, will be immediately asked to leave the premises. A Guest or visitor to the property or our office exhibiting signs of impairment and/or creating a disturbance, engaging in belligerent or threatening behavior towards staff or neighbors will result in intervention by the authorities and be grounds for immediate eviction with no refund.

THE USE OF FIREWORKS AT A RENTAL PROPERTY IS PROHIBITED:

This policy includes ALL properties, ALL dates of stay, and ALL fireworks. No exceptions.

THE USE OF FIREARMS AND WEAPONS AT A RENTAL PROPERTY IS PROHIBITED:

The use of any firearm or weapon at a rental property is prohibited. This policy includes but is not limited to martial arts weapons, bb or pellet guns, slingshots, and any bladed weapon. Upon departure, weapons and firearms left at a Property will be reported to and taken into custody by local authorities. Any guests wishing to regain possession of such items may collect them from the police department.

BUGS:

While beauty is said to be in the eye of the beholder, most guests find creatures with more than four legs a little unnerving. Unfortunately, roaches and ants are a reality in coastal Georgia, especially during the warmer months. Some critters, like the American Cockroach (a.k.a. Palmetto Bug), can even fly inside from their nests outside. We do our best to keep the pests away - all of our properties are cleaned after every rental and receive monthly pest control treatments.

As creepy as they may make you feel, an occasional roach or line of ants in this part of the world is a fact of life and does not mean the Property has been poorly maintained. We request that all owners purchase bed bug encasements for mattresses and box springs but these too are sometimes unpreventable and they may have even traveled with you to your Property.

RODENTS AND OTHER INVASIVE CRITTERS:

Unfortunately, like bugs, rodents and other invasive critters like racoons and even snakes and alligators are a natural part of the ecosystem in southeastern coastal areas. Properties are inspected and maintained to eliminate potential entry points and every effort for humane mitigation is taken but this does not eliminate the possibility of entrance occurring. If you believe there are vermin or other unwelcome visitors please notify us immediately and we will take all available measures to rectify the situation. Do not approach or attempt to remove or dispatch potentially dangerous wildlife.

THINGS YOU CAN DO TO HELP:

Use reusable plastic or fabric bags, not paper. Roaches love paper and glue, so bag your groceries in reusable fabric or plastic containers so the bugs don't travel with you. Keep food sealed. All food should be stored either in the refrigerator or in sealed packages or containers. We recommend that you bring Zip-Loc® type storage bags and re-sealable containers for your leftovers. Keep your unit clean. Bugs are attracted to food and water - they'll even eat aunt Bessie's meatloaf ;-). So, clean up all areas where food is prepared and served, clean up spills and crumbs from snack foods immediately, and don't leave dirty dishes lying around.

KEYS, FOBS, GATE PASSES, GARAGE DOOR OPENERS:

All keys, fobs, gate passes, and garage door openers must be returned to the Rental Office at the time of departure. Do not leave any of these items in the unit at check out. Should you need to leave before or after regular business hours, we have a drop box at our office for the return of these items. This drop

box can be found at 1106 US Highway 80, Tybee Island, GA 31328. The box is located at the main entrance on the right-hand side of the building as you face it from the parking lot. Once you climb the small staircase or go up the ramp you will find it to the left of the door. Failure to return these items will result in a \$150 replacement charge being applied to your credit card

DAMAGE AND UNAUTHORIZED USE:

Guests will be responsible for any property damage over and above what the Agent considers to be normal wear and tear. Property theft and unauthorized use of the Property during the contract period are also the responsibility of the designated Renter and their guests.

Please report any damage at check-in or upon occurrence. Our inspectors walk through each unit after Check-Out to ensure that the Property is in good order.

TBVR will charge the Guest the cost plus 20% of repair and or restoration for any reported or unreported intentional damage or damage caused by unruly or reckless behavior. The Credit Card used to secure your reservation will be charged.

Additional charges not covered by Damage Protection policies include, but are not limited to, citation fines, excessive housekeeping, exceeding occupancy limits, landscaping damage, unauthorized communication or media charges, and smoking or vaping inside the Property.

In certain cases intentional or unintentional damages caused by renter, guests and visitors may result in loss of future rental income. If such damage occurs TBVR and the owner reserve the right to seek compensation equal to the loss of such income using any reasonable means including but not limited to charges to the card on file and pursuing legal action for compensation.

Neither the property owner, Tybee Beach Vacation Rentals & Property Management, LLC, nor the complex or association manager is responsible for the loss, theft, or damage to the Guest's personal property.

ACCIDENTAL PROPERTY DAMAGE POLICIES:

Many vacation rental booking sites offer property damage protection policies from a third-party provider. We strongly suggest all guests research and consider the addition of such a policy as part of their stay. However, it is essential to remember that this type of insurance does not cover intentional damage caused by knowingly reckless or careless behavior at the Property or grounds. Any additional costs not covered by the insurer are the Renter's sole responsibility and their guests and visitors.

TRIP INTERRUPTION/CANCELLATION INSURANCE:

Because travel involves unique risks, we highly recommend that you purchase Trip Interruption/Cancellation Insurance to protect yourself against the financial loss that would result if you had to cancel, delay or shorten your trip due to unforeseen events such as illness or injury, flight delays, auto accidents or breakdowns, hurricane evacuations, loss of a job or a host of other circumstances. Tybee Beach Vacation Rentals has contracted with CSA/Generali Travel Protection® to offer coverage for such events. Policies must be purchased no later than the time of your final payment. Other 3rd party vendors also sell this type of insurance. Not all pandemic related travel interruptions are covered by these policies. Please verify the specifics of coverage with the insurance provider directly.

No rate adjustments or refunds, in part or in full, will be issued due to inclement weather, including hurricane evacuations. From time to time a property you reserved may become unavailable or un-rentable during the dates you have requested due to circumstances beyond Tybee Beach Vacation Rentals` control. Should that occur, we will notify you immediately and make every effort to find a suitable replacement for you. If we are unable to find a property that is satisfactory to you, the reservation will be canceled and all monies paid will be refunded to you.

HURRICANES, TROPICAL STORMS, PANDEMICS AND OTHER NATURAL DISASTERS:

In the event that a hurricane, tropical storm, pandemic or other natural disaster forces a mandatory evacuation ordered by governing authorities or emergency management agencies (FEMA, GEMA, CEMA), you must vacate the Property you are renting and leave the evacuation area for safer grounds as directed by local officials. Staying in your unit is NOT an option.

Please keep in mind that no rate adjustments or refunds, in part or in full, will be issued due to inclement weather, including hurricane evacuations. Trip Interruption Insurance is available that may offer reimbursement for certain weather-related events depending on the policy.

Tybee Beach Vacation Rentals offers travel insurance through a provider to help cover financial loss in the event of a Mandatory Evacuation and other non-weather-related events that may cause your trip to be canceled or interrupted. For policies to be valid for travel interrupted by weather events the insurance must be purchased at the time of payment and before the storm affecting your trip is formed (given a name by the National Hurricane Center). Please contact us for more information about this coverage.

If, when the Mandatory Evacuation is lifted, there are five (5) or more days remaining on your reservation, your unit is in good rentable condition and public utilities and services on Tybee Island are operational, the balance of your reservation will remain in full effect.

If prior to your Check-in Date the Property you have reserved is no longer in satisfactory rental condition or public utilities and services on Tybee Island are not operational, we will allow you to reschedule your reservation to be completed within one (1) year of your original reservation (only one reschedule without a Reservation Change Fee is permitted), move to another available property (subject to rate differences) or cancel your reservation with a full refund of all funds collected.

We understand that some people do not want to take the risk of proceeding with their plans when there is even the possibility of a hurricane impacting Tybee Island. Therefore, if the National Hurricane Center/NOAA predicts that Tybee Island is in the possible path of a hurricane, and you wish to cancel your reservation, we will allow you to:

Reschedule your reservation to be completed within one (1) year of your original reservation (only one rescheduling without a Reservation Change Fee)

Cancel your reservation in accordance with the terms of your Rental Agreement

Tybee Beach Vacation Rentals is obligated to both our renters and the property owners we represent. We feel that these policies respect the rights and responsibilities of all parties under these difficult circumstances.

COMMERCIAL USE OF PROPERTY INTERIOR AND EXTERIOR GROUNDS:

The use, distribution, recording, and or collection of media of any type (film, video, audio, still imagery) is expressly forbidden both inside and outside the Property without signed written consent from both Tybee Beach Vacation Rentals & Property Management LLC and the owner of the Property. This includes student films and non-profit organizations.

USE OF LEGAL SERVICE AND COLLECTIONS:

If a balance on your reservation becomes delinquent or unrecoverable by TBVR without the use of legal services, a minimum \$250 fee will be applied to the renter card on file. This includes but is not limited to issuing a chargeback on your credit card for payments made on your reservation or offering invalid credit and debit card account information. If a matter of a delinquent account or dispute of payment must be brought to a court hearing or arbitration, the Guest agrees to pay all of TBVR's associated legal fees if found in violation of the cardholder agreement. All arbitration and or litigation will be handled in TBVR's city, county, or state warranting circumstances.

LOCALLY AND FEDERALLY ENFORCED BEACH RULES THAT MAY BE SUBJECT TO FINES UP TO \$1000.00.

STAY OUT OF THE DUNES

SURFING AND FISHING ONLY ALLOWED IN DESIGNATED AREAS

SWIM WITHIN 50 YARDS OF SHORELINE

OBEY THE LIFEGUARDS

STAY OFF ROCKS / JETTIES / LIFEGUARD STANDS

LITTER MUST BE CONTAINED – CIGARETTE BUTTS ARE LITTER

USE OF ALL TOBACCO AND VAPING PRODUCTS IS PROHIBITED IN CERTAIN AREAS

THE FOLLOWING ARE PROHIBITED ON THE BEACH:

GLASS

UNAUTHORIZED MOTORIZED VEHICLES

PETS

DISORDERLY CONDUCT

FIRES

OVERNIGHT SLEEPING / CAMPING

KEGS

NUDITY

REMOVAL OF LIVE MARINE LIFE

JUMPING OR DIVING FROM PIER OR PUBLIC STRUCTURE

THE FOLLOWING ARE REQUIRED OF ALL GUESTS AT CHECK-OUT TO AVOID ADDITIONAL CHARGES:

DEPARTURE FROM THE PROPERTY NO LATER THAN 10:00 AM - ALL PEOPLE, VEHICLES, PERSONAL BELONGINGS MUST BE REMOVED FROM THE PROPERTY – NO LATE CHECK-OUTS.

NO GUEST PARKING IS PERMITTED AT THE UNIT BEFORE THE PROPERTY IS CLEARED FOR ARRIVAL BY STAFF NOR AFTER GUEST CHECK OUT.

ALL FURNITURE AND HOUSEHOLD ITEMS MUST BE RETURNED TO THEIR ORIGINAL LOCATION.

BAG AND REMOVE ALL TRASH AND RECYCLING FROM PROPERTY AND PLACE ALL BAGGED GARBAGE IN THE PROVIDED TRASH RECEPTACLES LOCATED OUTSIDE THE PROPERTY. REMOVE ALL GROCERIES AND FOOD FROM ANY CABINETS, PANTRIES, AND REFRIGERATOR/FREEZER.

CURBSIDE RECYCLING IS NO LONGER AVAILABLE. IF YOU WOULD LIKE TO RECYCLE YOUR WASTE, YOU MUST USE THE DROP LOCATION PROVIDED BY THE CITY. PLEASE VISIT THE CITYOFTYBEE.ORG WEBSITE TO CONFIRM UP CURRENT RECEPTACLE LOCATIONS.

CLEAN AND RETURN ALL COOKWARE, DISHES, FLATWARE, AND KITCHEN ITEMS TO THEIR ORIGINAL LOCATIONS

RETURN ALL KEYS, FOBS, GATE CARDS, AND GARAGE OPENERS TO THE OFFICE ON THE DAY OF DEPARTURE. DO NOT LEAVE KEYS IN THE UNIT. REPLACEMENT AND RE-KEYING FEES WILL APPLY AT A MINIMUM OF \$150.

HOURS OF OPERATION:

SUMMER, FALL AND SPRING – MARCH 1ST TO OCTOBER 31ST

Reservations Sales and Guest Services

(912)-786-0100, info@renttybee.com

9:00 AM – 5:00 PM, Monday - Sunday

Office Hours – 1106 US Highway 80, Tybee Island GA 31328

9:00 AM – 5:30 PM, Monday - Sunday

WINTER – NOVEMBER 1ST TO FEBRUARY 28TH

Reservations Sales and Guest Services

(912)-786-0100, info@renttybee.com

9:00 AM – 5:00 PM, Monday - Saturday

9:00 AM – 2:00PM, Sunday

Office Hours – 1106 US Highway 80, Tybee Island GA 31328

9AM – 5:30PM, Monday - Saturday

9:00 AM – 2:00PM, Sunday

Closed Thanksgiving, Christmas and New Year's Day and will close at 2PM on the eve of these holidays.

AFTER HOURS URGENT MATTERS SERVICE CALLS:

If you are in need of assistance after hours for an urgent matter outside regular service hours, including a lock-out, heating and air conditioning failures causing extreme temperatures or plumbing issues and active water intrusion, please call (912) 675-6226. If you are directed to voicemail, the agent is likely dealing with another guest concern so please leave a message and the agent or technician will respond

promptly. Due to the high volume of service calls during particularly busy seasons it may be necessary to resolve the non-urgent matters the following business day. We apologize for any inconvenience this may cause.

INDEMNIFICATION:

Guests agree to defend, indemnify and save free and harmless the individual homeowners and Tybee Beach Vacation Rentals & Property Management, LLC, and its employees, for any liabilities or any loss or damage whatsoever arising from, related to, or in any way connected with the rental of the premises, including, but not limited to, any claim or liability of personal injury or damage or loss of Property which is incurred or sustained by the Renter or other Guest at the Property.

By signing below I, acknowledge that I have read, understand, and agree to all aforementioned rental agreement terms, conditions, guidelines, rules, and policies set forth in this document.

Fax: 912-786-8770 - Phone: (912) 786-0100 E-mail: info@renttybee.com

Postal Service: Tybee Beach Vacation Rentals - P.O. Box 2802 - Tybee Island, Georgia -31328

The Property you are renting (PROPERTY) is a privately owned dwelling with TYBEE BEACH VACATION RENTALS & PROPERTY MANAGEMENT, LLC (AGENT) acting solely as a management agent for the PROPERTY OWNER(s). By agreeing to rent this PROPERTY, the person making the reservation (RENTER) is subject to the terms, conditions, and limitations stated herein and on AGENT'S website (www.renttybee.com).