

Policies and Procedures – Bayfront Mansion House

Check-In: 4:00 PM (EST)

Check-Out: 10:00 AM (EST)

Payment: We accept Visa, MasterCard, Discover, American Express, money orders, personal checks, cashiers checks, and certified checks.

Reservation & Confirmation Deposits: There is a non-refundable reservation fee charged at the time of booking. For high-value reservations, you may be quoted a pre-payment amount at the time of booking. If so, the pre-payment will be charged to your credit card. Pre-payments are non-refundable. A confirmation acknowledgement is sent after your booking. If your reservation is within 30 days of arrival, the full amount of your reservation will be charged immediately and will be subject to the cancellation policy as stated herein. Reservation requests are reviewed for accuracy and are not accepted by us until confirmed in writing.

Advance reservation/rental rates: Reservations are accepted up to one year in advance.

Balance Due 30 Days Prior to Arrival: The balance of your rent, plus applicable fees and taxes is due 30 days prior to your arrival. If payment is not received by this date, you hereby authorize us to charge your credit card for the balance due. All rentals are subject to applicable sales tax and local city and county taxes.

Damage Waiver: All properties are inspected after each occupancy. Guests have full financial responsibility for damages due to misuse, negligence or missing items.

Keys: Pick up keys at our office and return them upon departure, or we can arrange to meet you at the property prior to arrival. There is a \$50 re-keying charge for lost keys. If you lock yourself out after hours, a locksmith charges will apply.

Minimum Stay: Minimum stay requirements vary and will be quoted at time of reservation.

Maximum Occupancy: The maximum number of guests is based on our ability to comfortably and safely accommodate our guests. 10 adults, children...

Cancellation Policy: If you have to cancel your reservation or reschedule, please email our office immediately. Unlike urban hotels, we have limited walk-in traffic and it may be impossible for us to re-rent the home we have held for your use. For cancellations more than 30 days in advance, we will charge your credit card a \$75 cancellation fee. For cancellations within the 30 day window, you are liable for the full amount if the property is not re-rented, though we will credit your account for the amount paid for a future stay in the same property for up to 12 months.

If a "Mandatory Evacuation" order is issued, we will issue you a credit for a future stay with us equal to the number of nights missed. If you choose to leave in a "Voluntary Evacuation" no

refunds will be given but we will try to re-schedule your stay. No refunds are given for early departures due to inclement weather.

Housekeeping: Your home will be thoroughly cleaned before each arrival. If you are not satisfied, please call our office immediately. If you are a late arrival, please notify us by the following morning. If you have not called by this time, we will assume that you found everything in acceptable condition. During your stay maid service is available for \$35 per hour, minimum 2 consecutive hours. Housekeeping can be arranged daily or every other day. If you do not desire housekeeping services during your stay, please leave the house in good condition. Housekeeping prior to check-out is included in your rental rate.

Age Requirements: We do not rent to anyone under the age of 18 (legal photo ID required upon request). Any reservation made under false pretenses will be subject to forfeiture of advance payment, deposit and/or rental money. Violators will be evicted.

No House Parties, Large Groups, Campers, Trailers, or Motor Homes without Prior Agreement: If home is booked for these purposes without discussing it with us prior, occupancy will not be allowed and deposit forfeited. If discovered after occupancy, guests will be asked to vacate premises immediately with no refund.

Smoking: Smoking is strictly prohibited inside the mansion. You will incur additional charges for carpet cleaning and deodorizing if evidence of smoking is found.

Telephones: All long distance, extended service, and internet dial-up calls must be charged to a calling card, collect, or third party. There is no charge for local phone calls.

Swimming Pool: NO LIFEGUARDS ON DUTY. Guests assume all liability for use of pools, spas and similar fixtures.

Linens: An initial linen supply will be provided. The beds will be made and towels will be provided

Supplies & Appliances (minimum):

- * An initial supply of bed and bath linens.
- * Kitchenware, utensils, dishes and cookware.
- * Air conditioning and heat.
- * At least three TV's.
- * Full kitchen including microwave, oven and dishwasher.
- * Washer and dryer

Check-Out Time: Check-out time is 10:00 AM (EST). All guests will be charged \$100.00 per hour for late check out unless prior approval has been made. Please leave on time so that the home may be prepared for our next guests.

Things to Do Before Check-out: Please leave your home in the general condition as it was found. Additional cleaning fees may be charged for excessive wear:

- * All dishes clean and put away.

- * All food removed from refrigerator.
- * All furnishing placed in original position.
- * All trash in bags and placed in outside trash container.
- * Close windows and lock the doors.
- * Check under beds, in drawers and closets for your personal items. We are not responsible for items left behind.
- * Keys must be returned to rental office at check-out.

Historic St. Augustine Rentals: Special City regulations apply to rentals within the City limits only. Minimum stay 7 days. No more than 3 unrelated entities in one home (for example 3 couples with children okay; four unrelated individuals are not okay). Questions? Please inquire. We will be forced to evict guests violating City rules.
 IF YOU HAVE ANY QUESTIONS REGARDING POLICIES AND PROCEDURES OR WOULD LIKE MORE INFORMATION, PLEASE email OUR OFFICE.

Things to bring:

- * Paper Towels and Napkins
- * Extra Toilet Paper and Garbage Bags
- * Aluminum Foil and Plastic Wrap
- * Dishwashing Detergent
- * Laundry Detergent
- * All purpose Cleaner
- * Bath Soap and Shampoo
- * Staple items (salt, pepper, sugar, etc.)
- * Condiments
- * Extra Linens if desired
- * Suntan Lotion and Sunglasses
- * Tackle Box
- * Medicines and Prescriptions
- * Hats
- * Camera
- * Beach Towels
- * Umbrella
- * Beach Chairs and Rafts

Check In at our Florida Waterfront property 4:00 pm

Check Out at our Florida Waterfront property 10:00 am

Check in after 9:00 pm by special arrangement, please.

Confirmed reservations require a credit card guarantee or one night's lodging in advance at this Florida waterfront property. VISA, MC and Discover accepted.
 All published rates and minimum stays are subject to change and can only be confirmed with the required deposit and/or full payment.

- * Additional charge for each extra person may apply
- * Rates subject to 9% Florida state and local tax
- * Rates may change without notice
- * Smoking permitted on porches and courtyard only please, The Mansion is non-smoking inside.
- * Two complimentary bicycles available for a ride along the waterfront, downtown, the beaches and to see Light House Point
- * Corporate rates may be available
- * Pet Policy: Additional \$15 per night for pets - must be discussed at the time of reservation. We reserve the right to charge up to \$200 for damage and/or extraordinary cleaning necessitated by having the pet in the house.
- * No shows will be charged full rate.
- * St. Augustine Water Street Mansion cancellation policy is competitive with other vacation rentals in this area.

We Welcome...

- * Romantic couples
- * Retired persons
- * Business travelers
- * Children and family
- * Travelers with small pets (Please see Pet Policy above)