

RESERVATION INFORMATION

RESERVATIONS:

Our offices are open seven days a week year-round from 8:30 a.m. to 5:30 p.m. (with the exception of Thanksgiving Day, Christmas Eve, Christmas Day and New Year's Day). What's your request? Tell us your ideas of the perfect get-away and our Request Manager will customize your vacation. Call (800) 338-3233 or visit our web site outerbanksrentals.com twenty-four hours a day to search for availability and to make your reservations.

EXTENDED STAYS:

Stay longer and pay less! Homes advertising Extended Stays are offering you the opportunity to extend your vacation. Stay four consecutive weeks for slightly over half price. Call your Request Manager at 800-338-3233 for details and availability.

SHORT STAYS:

Short stays on most properties are calculated by dividing the rental rate in half, unless otherwise noted. Amenities such as Carolina Club Linens, private pools and hot tubs are not included in the rental rate. If requested, these services can be provided at an additional charge. Golfing Assistance, Corporate Retreats, Reunions, Weddings or various Specials designed for short stays of three or more nights are available upon request.

PAYMENTS:

In order to encourage our green business initiative we have made some environmentally friendly changes to our business processes. Leases are emailed with the use of e-signature software unless other arrangements are necessary. Payment options include but are not limited to e-check, credit cards and Certified funds. A valid credit card is needed to confirm your reservation. Call our office with any delays or special requests. Payment is due in full if reservation is made with an arrival date of less than thirty days. Credit card transactions are subject to fee and charges over \$4000 will be processed as two transactions. Damages not covered by security deposit or Security Insurance will be placed on the credit card provided. Any discounted or negotiated rate must be confirmed with payment immediately.

ADVANCE PAYMENT: Your first payment (Advance Payment), Travel Interruption Insurance and 50% of the Rental Rate and full administrative fee is due three days after making your reservation. Travel Interruption Insurance is considered DECLINED if a payment is not included with your advance payment. Travel insurance cannot be declined once paid.

BALANCE PAYMENT: The balance of rent including State Sales Tax, County Lodging Tax, Security/Damage Deposit and any other fees that may be applicable is due in our office THIRTY days prior to your arrival. Taxes are subject to change and payable by tenant. **Final payment on balance must be paid thirty days before arrival. Unpaid balances on the day of arrival can only be taken after the 4:00 p.m. check-in time! A \$25 late fee will be added for all payments made less than 30 days.** All payments must be made in U.S. Funds.

LINENS:

On homes that are not part of the Carolina Club, a linen package will automatically be added to your reservation. Linen packages include sheets and towels and cannot be altered for just one or the other. If you do not wish to purchase the linen package, you will need to initial to decline it on your lease. Once linen package has been paid, it cannot be declined.

RESERVATION ADMINISTRATION FEE:

A reservation administration fee will be assessed on each reservation and is a non-refundable fee.

CREDIT CARDS:

If you would like the convenience of paying by credit card, a nominal non-refundable convenience fee will be charged by a 3rd party processor. A \$25 late fee will be added for all payments made on day of check-in.

RETURNED CHECKS:

There is a \$25 Service Charge for any check that is returned unpaid from your bank. Payment and Service Charge must be paid immediately by certified funds or your reservation is automatically canceled.

VACATION INTERRUPTION INSURANCE:

Insurance coverage is offered for those who want financial coverage for their vacation, such as death in the family, medical emergency, as well as mandatory evacuations. Vacation Interruption Insurance is automatically added to your reservation total. If you do not wish to purchase this coverage, you must initial your lease where indicated. Insurance payments are non-refundable and cannot be canceled after purchase. If we do not receive your payment for insurance with your lease, the Vacation Interruption Insurance is considered declined by you, may be reinstated with balance payment and note of acceptance.

CANCELLATIONS AND/OR TRANSFERS:

Notice of cancellation must be received in writing. If the home is re-rented, money paid less Insurance payment, administrative fee, any difference in rent and \$150 Cancellation Fee is returned to you within thirty days (once receipt of payment from the new guest is received and cleared). If the home is not re-rented all funds received are FORFEITED and balance due immediately. Transfers (changing date of stay) within the same home within the same rental rate and year require a \$50 Transfer Fee (plus tax). Transfer from one home to another is considered a cancellation. Dropping a week from a reservation for multiple weeks is considered a cancellation for any of the dropped weeks and any previous payment would be split. Fees are applicable on both weeks.

SECURITY DEPOSIT:

You have the following options: Option 1: Payment of a refundable amount (may differ on each home). Refundable Security Deposit is returned to you within 45 days after the rental home is inspected and no damage is found, or if damage is found, a receipt of charges and documentation is mailed to you within forty-five days of your departure; Option 2: Purchasing the Security Deposit Protection Plan \$69.00. Purchase of this plan does not negate your responsibilities as a Tenant. If theft or inadvertent acts or omissions occur they MUST BE FILED AT CHECK OUT. See description of coverage for details. Any Pet damages or damages not reported and/or intentional will result in charges to credit card or security deposit. Credit card charges are subject to a non-refundable convenience fee.

GRILLING:

No grilling on decks. This is prohibited and is grounds for eviction.

BEHAVIOR:

Stan White Realty and Construction, Inc./Duck's Real Estate reserves the right to terminate a lease from the result of abuse to staff. We are here to assist you.

EARLY CHECK-IN:

Early Check-In is available on a limited basis and is not offered on 5 bedroom homes or larger. Early Check-in is at 1:00 p.m. and at a cost of \$75 (plus tax) extra. This fee is due with your balance payment and applies whether or not you arrive by 1:00 p.m. This service cannot be guaranteed. Circumstances beyond our control must be factored in (owner stays, maintenance, extra cleaning, etc.). While we will make every effort to honor your request, it may not always be possible and your Early Check-In fee will be refunded if an uncontrollable circumstance occurs. Pools and Hot tubs will not be ready for use until 4:00 pm.

CHECK-IN:

Your vacation home is available for you at 4:00 p.m. on your arrival date. Be aware that no keys will be released prior to 2:00 p.m. other than early check in. Lease takes effect at 4 pm and occupancy not permitted before. Failure to comply will result in charge of an extra day's rent. If you plan on arriving before this time, please plan to visit the many local attractions on the Outer Banks. Do not go on the premises or park your cars at the home you are renting before it is released to you. This delays the cleaning/inspection/ maintenance and will delay your check-in. Late Arrivals: if you plan to arrive after 5:30 p.m. and you are paid in full, please contact your check-in office for instructions. Two sets of keys are available to you at check-in. There is a \$5.00 (plus tax) charge for extra keys requested or if keys are not returned at check-out. After hours check in is not available for reservations with balances due. Reservations must be paid in full to allow check in after office hours.

CHECK-OUT:

10:00 a.m. with no exceptions! Failure to comply will result in charges of an extra day's rent. You are to leave your vacation home in the same condition as you found it, to include putting your trash out by street, cleaning your dishes, straightening furniture and putting it back in its original location. Failure to do so could result in security deposit charges, or charges to credit card.

CLEANING:

Your vacation home is cleaned before your arrival. We can clean for you at a nominal fee mid-week or between multiple weeks. The cost varies per house and must be arranged with our office at least ten days prior to check-in. The VACATION RENTAL ACT requires tenants to maintain dwelling unit such as "Keep that part of the property which he or she occupies and uses, as clean and safe as the condition of the property permits and cause no unsafe or unsanitary conditions in the common area and remainder of the property that he or she uses. Keep all plumbing fixtures in the property or used by the tenant as clean as their condition permits". Failure to leave house in habitable condition may result in security deposit or credit card charges.

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PETS:

Homes that allow pets are designated pets welcome. Pets are limited to two adult dogs per house in "Pet Cottages" only, with a \$150 non-refundable fee per pet plus tax. Tenant is required to clean up after dog including surrounding property. Dogs are not permitted in pool and/or hot tubs. Minimum charge of \$250 will be incurred for non-compliance. Pets in non-pet homes will result in immediate eviction, loss of rent and \$250 for non-compliance. All pets staying in pet friendly homes must be paid for and claimed on lease. Cats, puppies and other pets prohibited.

NON-SMOKING HOMES:

Every effort is made to see that these homes are smoke free. Smoking in a Non-Smoking home is considered as damage and is grounds for immediate eviction and loss of rent. This is the responsibility of the lease holder and will result in a minimum charge of \$250 charge for non-compliance.

COTTAGE CAPACITY/OCCUPANCY:

Local law is very strict on occupancy levels. Do not exceed the occupancy limit that is listed on your lease agreement. Campers and motor homes cannot be parked on the property for the purpose of extra sleeping. Some communities do not allow motor homes on the premises or parking of any vehicles on the street. The occupancy number stated above may or may not be consistent with the maximum occupancy level established by local county septic permits. Children are counted in total occupancy unless they are under 2 years and sleep in a crib. Over occupancy is a violation of your rental agreement and will cause an expedited eviction as allowed by the Vacation Rental Act of North Carolina.

SPECIAL EVENTS:

Approval must be obtained prior to making your reservation. Additional security deposit and/or a higher rental rate may be applicable. There is a (\$200-\$500 based on home) Non-refundable special event fee on approved reservations.

PARKING:

To assist in preserving the quality of life, valuable time with family and friends and our "get-away from it all" carefree environment, we encourage you, our guests, to consider limiting the number of vehicles you bring to the Outer Banks. With your assistance we can try to reduce traffic as well as improving your vacation and this beautiful environment. There is no municipal or on street parking in most areas. No parking on grass and/or septic.

FAMILIES ONLY:

Leaseholder must be at least 24 years of age. As agents, our homeowners authorize us to rent to family groups only. This means no sororities, fraternities, chaperoned or other unmarried groups. A family group is defined as immediate and extended family member (grandparents, parents, and children) that vacation in one home. On owner approved non family groups a cash security deposit is required and security deposit waiver insurance is not available. Stan White Realty & Construction, Inc./Duck's Real Estate operates under the North Carolina Vacation Rental Act and will commence an expedited eviction under this law if a home is rented under false pretense.

FURNISHINGS:

All homes are equipped with basic items such as pillows, bedspreads, pots, pans, flatware and dishes. Homes reflect personality of owners. Specialty items vary. Bed linens (unless specified), towels, paper products, detergents and toilet items are not furnished. Do not rearrange furniture! If your group is renting more than one home, do not mix the furnishings. Most homes have an Owner's Locked Closet. Tampering with locked closets will result in forfeiture of Security/Damage Deposit or charges to credit card. Homes that furnish bed linens at no cost are designated in our brochure by the Carolina Club footprint. Fireplaces are limited to off season, November 1 - April 1, and gas delivery requires several days notice.

WATER QUALITY:

The water quality varies in some areas. It is advisable to stock bottled water for consumption during your visit, particularly in Whalehead and areas in Duck that are on wells. Water may not be what you would like to drink though most of these homes have water treatment systems. Clothes washed in this water may become discolored. Agent has no control of water quality and cannot move you or offer rebate.

MAINTENANCE:

Every effort is made to keep all equipment in good working order. Contact our office within twenty-four hours of your arrival to report any observed damage or problem to prevent a charge to your security deposit. Agent is not responsible for the working condition or malfunction of equipment such as TV, VCR, STEREO, A/C, etc. Repairs are made as soon as possible. No refunds are made for malfunction of this equipment. Independent companies service pools and hot tubs weekly. Service calls caused by guest's misuse are charged to their Security Deposit.

FRIVOLOUS MAINTENANCE CALLS:

If it is found that a guest reports a problem and nothing is found by the vendor, the guest will be responsible for the bill.

POOL DISCLAIMER:

We have heard that occasionally a mild ground current has been experienced in some pools in both Dare & Currituck Counties, this appears to be the result of the Earth's own natural electrical current rather than a pool defect or household current. Locations of certain properties may be affected more than others and the currents tend to be intermittent. We want to advise you that certain devices such as pace makers and other similar devices may be affected. Please follow all safety instructions.

ELEVATORS:

Elevators are provided in many of our homes. Please follow all safety instructions posted. Children are not allowed to ride or operate the elevator unattended due to the risk of serious injury or death. Elevator doors should remain closed at all times, except when entering or exiting.

INTERNET:

Some homes provide Internet access for guests with laptops. No computer is provided unless otherwise stated in amenities. Please check cottage description to see if the house also offers wireless Internet connectivity. Guest should bring network cable to connect from laptop to cable modem box. Tech support is only provided by local cable Modem Company on their help line.

LOCK OUT:

If lockout occurs during normal business hours, you may borrow another key from the office. All lockouts that occur after office hours must call the emergency number posted on the office door and on the check-in package. An agent can meet you at the office as soon as feasible if called before 11 p.m. There is a \$25 charge for this service, which is payable in exchange for the keys.

SPECIAL NEEDS:

What are your special needs: Maid service, computer connections, medical equipment, linen rentals, and arrangements for catering, reunions, weddings, corporate retreats, photographers, or special occasions? We offer beach equipment rentals and cleaning services. Welcome home! What's your request?

MAIL/MESSAGES/FAX:

Mail cannot be delivered to the rental home. All long distance calls are to be charged to your home phone or credit card. Emergency messages may be received at our office. You may send or receive faxes for \$1.00 per page (limited to 10 pages). Fax numbers are as follows: Duck (252) 261-5408; Nags Head (252) 441-1209; Corolla (252) 457-0002.

ITEMS LEFT BEHIND:

Agent is not responsible for items left behind. We will try to locate your lost items and notify you that they are being held for ten days. Items found can be shipped to you via Fed X, UPS or DHL. Pick up is arranged for by guest once we receive \$25 plus tax for handling. If your items are not claimed in this time period, they are donated to a local charity.

LOCATION:

All distances to the beach are approximate and intended for reference only. Stan White Realty is not responsible for inaccuracies.

PRINTING ERRORS:

We have made every effort to assure all descriptions in our brochure and website are accurate; however, we are not responsible for printing errors or changes made by owners in furnishings, equipment, bedding arrangements or rates.

CONSTRUCTION:

As our area continues to grow, we cannot predict when or where new construction will begin. Agent has no control in these situations and cannot move you or offer rebate.

TENTATIVE RESERVATIONS:

We hope you will be our guest again in 2011. If you wish to reserve your vacation home next year, please fill out the Tentative Reservation form in your Check-in package and return it to our office at Check-out. Remember if you do not reserve your vacation home by your Check-out date, it becomes available to others the next day.

