

Ocean Lane Properties, LLC Terms and Conditions

A prepayment of 50%, is required when your reservation is made. The remainder of your balance is due 30 days prior to your arrival (45 days prior on monthly reservations). If payments are not received by the due date the reservation may be cancelled and you will forfeit your prepayment.

WEEKLY RENTALS: If you cancel your reservation before 60 days of your arrival date you will forfeit an administration fee of \$100 plus credit card processing fees if you paid by credit card or PayPal. If you cancel less than 60 days of your arrival you will forfeit the full amount of your prepayment.

MONTHLY RENTALS: Cancellation of a monthly rental 180 days prior to your arrival date will incur a cancellation fee of \$250. If you cancel between 180 days and 45 days prior to arrival you will forfeit the 50% prepayment. If you cancel 60 days or less of your arrival, you will forfeit the full amount of your rental. Final Payment is due 45 days prior to arrival on monthly stays. Cancellations or changes in your dates and/or rental property must occur prior to the cancellation period.

There will be no refunds for early checkouts, no-shows, or inclement weather. Travel insurance can and should be purchased and is highly recommended for all reservations, especially on monthly rentals.

HURRICANE & WEATHER REFUND POLICY: No refunds will be issued for any situation arising from any named hurricanes/ tropical storms, including evacuations without Travel Insurance coverage. Any refunds through Travel Insurance are subject to issuing companies terms and polices and are not determined by Ocean Lane Properties, LLC. No refunds will be given for cancellation or interruption of your stay due to other inclement weather.

TRAVEL INSURANCE: Protect your travel investment. When you purchase trip cancellation insurance you protect your travel investment if an unforeseen event such as illness or mandatory hurricane evacuation should occur. Trip cancellation insurance is not provided by Ocean Lane Properties, LLC, and must be purchased separately to this agreement.

RATES: All rates are quoted by the week, except for "long -term" rates which are monthly. Rates are subject to change without notice. There is also a minimum stay, which varies from time to time. Quoted or published rates do not include applicable taxes and fees.

TAX: A Town and State tax totaling 11% is added to all reservations unless the guest stays over 90 consecutive days. This waiver of tax is applicable only to the rental rate, and all taxes associated with fees will still be charged to the guest.

GUEST SECURITY DEPOSIT FOR DAMAGES: Guest agrees to provide a valid credit card account to be held for the purposes of a Security Deposit. Ocean Lane Properties, LLC and its entities will conduct a Check-Out inspection of property after each guest departure. Should damages be evident during the inspection, Guest authorizes Agent to charge Guest's credit card for any damages, including but not limited to excessive cleaning or any unnecessary service calls that occur during the Guest's occupancy. If

the Guest's credit card is charged, a receipt and documentation will be sent to Guest within 45 days of departure.

VACATION AMENITIES: The rental rate and fees include the following:

- Express check-in and check-out – once your full payment and signed Rental Agreement is received you will receive your door code either by mail or email. You will also receive directions to your rental property and Island information prior to your arrival.
- Bed Linens: Provided for each bed, including Sleeper sofa packs for each advertised sleeper sofa in a property. (a \$35 value)
- Bath Towels: 2 bath towels, 2 hand towels, and 2 washcloths are provided for each guest.
- Kitchen Starter Kit: Including 2 dish towels, pot holders, single use of dishwashing and laundry detergent, 2 rolls of toilet paper per bathroom, roll of paper towel, and bar of soap for each sink.
- Wireless Internet Service
- Luxury Amenity Package: Including shampoo, soap and lotion in each bathroom.

GUEST AGREES: To be responsible for any intentional damage or negligence resulting in damage to the premises, including damages to the furnishings and household items, which occur as a result of your occupancy, excluding normal wear and tear or accidental damage up to \$2,000. An additional cleaning charge may be incurred if upon departure the property is inspected and found to require more than the normal check-out cleaning. Agent or owner will not be liable for any damages to your property, nor liable for any accident that may occur to you during your occupancy in or on the property. Owner or Agent may re-enter premises at a reasonable time for the purpose of making repairs or for routine maintenance. Owner or Agent is not responsible for articles left on premises.

We make every attempt to make sure that everything is in good working order when you arrive. If you do encounter a maintenance problem, it will be handled in a timely and professional manner. The rental rate will not be adjusted due to any malfunction of equipment or damage to the property during your stay. Ocean Lane Properties, LLC. is not responsible for resort amenities such as scheduled pool and spa closures, etc. At the time of this publication, all amenities are accurate to the best of our knowledge.

Captains Walk is a highly desirable resort, and there may be occasion where surrounding units are being upgraded, repaired, or refurbished. We do not give refunds due to construction noise or equipment.

COMPLEX/COMMUNITY RULES & REGULATIONS: Guests are responsible for adhering to all rules and regulations of the complex and of Palmetto Dunes Oceanfront Resort. Failure to comply with complex or resort rules can result in immediate cancellation of your rental reservation and occupancy of the dwelling. Additionally, Guest will forfeit all monies and will be responsible for any fines, tickets or other penalties due to inappropriate behavior. Ocean Lane Properties, LLC. reserves the right to adjust and/or amend this agreement.

NO CHARCOAL GRILLS ALLOWED AT ANY PROPERTY PER ORDER OF THE TOWN OF HILTON HEAD AND THE HILTON HEAD FIRE DEPARTMENT.

NO SMOKING - THE VILA IS STRICTLY NON-SMOKING! A \$500.00 fee WILL apply for violation of this policy.

PETS: Pets are not allowed for any guests of Captains Walk as per Complex & Community rules and regulations.

While some complexes welcome pets, Captains Walk enforces their no pets policy and may impose an expensive fine and ask you to leave immediately if a pet is discovered during your stay.

Owner employs a property inspector who documents any damage to property at the end of every guest stay. Should the inspector find evidence that a pet has been in the property, appropriate deep cleaning will be immediately commenced to ensure that incoming guests who may be highly allergic will not suffer due to the presence of a pet. These expenses may be significant due to the urgency necessary for the incoming guest.

Guests should not re-arrange villa or home furnishings in any way. A charge will be incurred should it be necessary to return furniture to its original location.

EXPRESS CHECK-IN: For your convenience, we mail out your door code, car passes, directions and arrival information about three weeks before your arrival date. We must receive your signed rental agreement before we can mail out your door code and car passes. CHECK-IN is anytime after 4:00pm - CHECK-OUT is by 10:00am on the day of departure. Guest agrees to scheduled arrival and departure times. We make every effort to ensure your property is ready by 4:00pm but we cannot guarantee it.

CAR PASSES: A taxable fee will be charged for each car pass requested. The number of car passes issued is limited to the number of bedrooms for the property. Monthly reservations are limited to 2 passes per week. An additional fee will be charged if duplicate passes must be provided.

TELEPHONES & INTERNET: Nationwide long distance is provided during your stay at no additional charge. For calls to Alaska, Hawaii, Puerto Rico, and Canada, please use either a cell phone, calling card or credit card. All properties are equipped with Wireless Internet. Instructions are posted in each property.

PROHIBITED VEHICLES: Trailers, U-hauls, Motor Homes, Motorcycles and/or commercial or recreational vehicles are prohibited in Palmetto Dunes. NO watercraft trailers (boats, jet skis, etc.) are allowed into the Palmetto Dunes without prior arrangements for dry dock and/or boat slip. Parking is not allowed on streets. A full list of prohibited vehicles and regulations can be obtained from Palmetto Dunes Beachfront Resort.

ELEVATORS: Elevators are available for guest use in select properties. However, Ocean Lane Properties, LLC. cannot guarantee functionality.

LOST AND FOUND: Lock all doors when you leave your accommodations. Do not leave money or valuables unattended in the property; neither Agent nor the owner will be held accountable or liable for any thefts. Items left behind will be returned only upon request, if they can be located, and there will be a minimum charge of \$35 for shipping items.

USE: Any use of the dwelling other than residential use during a family vacation must be approved by Ocean Lane Properties, LLC. If the dwelling is to be used for any event such as weddings, receptions, “parties” or large gatherings, the Guest agrees to submit a request for approval and adhere to the determination on that request. If the event is approved, the Guest may be required to pay an additional deposit. If Guest misrepresents an event (said misrepresentation to be determined by the Ocean Lane Properties, LLC), the Guest agrees that Ocean Lane Properties, LLC may refuse occupancy or have the dwelling vacated and that the Guest will not be entitled to any refund.

GUEST: Guest understands that we will accept families, married couples, and responsible adults 25 years of age or older. Ocean Lane Properties, LLC does not rent to high school, college individuals or groups. The person signing the rental agreement must occupy the premises the entire length of the reservation. Each rental is limited to the number of people indicated on your reservation. If it is determined through verification of proper identification that a responsible party of at least 25 years of age is not in residence, the entire group will be escorted from the property with the assistance of local authorities if needed. Re-entry to the property will not be allowed and there will be no monetary refund.

ILLEGAL ACTIVITY: Under no circumstances shall any illegal activity or drugs be allowed on the property. Guest understands that possession and use of any illegal substance or any illegal activity is grounds for immediate eviction and forfeiture of payment. Guest further waives any and all rights to recourse against Ocean Lane Properties, LLC for enforcing this clause. Ocean Lane Properties, LLC, provides internet access for the convenience of Guest, and any use of the internet for illegal activity including but not limited to unlawful downloads of copyrighted material, including movies, music, software, or other material is prohibited. We will cooperate with any investigation of alleged criminal activity at the property during your stay.

GOOD NEIGHBOR POLICY: The Property is a privately owned home, and we enforce a good neighbor policy. Please treat the Property with the same care you would use with your own residence and leave it in the same condition it was in when you arrived. To prevent theft of or damage to furnishings or your personal property, you agree to close and lock doors and windows when you are not present at the Property and upon checkout. You and other Occupants agree to conduct yourselves throughout your stay in a manner that is respectful of and not disruptive to neighbors, traffic flow, or the community and that will not prompt complaints from police, neighbors, or neighborhood or homeowner associations. Noise audible outside the Property is prohibited between 10 p.m. and 8 a.m. You and other Occupants agree to abide by all applicable parking restrictions and limitations.

INDEMNIFICATION OF AGENT BY GUEST: Guest agrees to indemnify and hold Owners of Dwelling and Agent, its employees and Agents, free and harmless from any claim or liability for any loss, damage or personal injury sustained by a Guest or any Guest invitee when using the Dwelling, the pool, pool area, elevator, stairway or any other amenities related to the Dwelling

Hilton Head Island is home to many wildlife animals including Alligators. Ocean Lane Properties, LLC, is not responsible for any injury caused by guest’s negligence that may cause injury by any wildlife animal including Alligators.
