

GUEST RENTAL AGREEMENT

Van Der Valk Golf Resort Inverness

Reservation Deposit and Rental Payments

An advance payment of \$250.00 is required to confirm all reservations. If signed guest rental agreement is not returned within ten (10) days, your reservation may be cancelled. The remaining balance of the rental fee and applicable taxes is due 30 days prior to your arrival date. Van Der Valk Golf Resort Inverness reserves the right to charge the remaining balance to the credit card on file.

If a reservation is made for the following calendar year, a \$250.00 deposit/payment is required to hold the reservation if the rental rates have not been established. You will be notified by January as to the confirmed rental rates. State and local sales tax are subject to change without notice and all rentals are subject to adjustments for the additional taxes after reservation confirmation. Payment is accepted by credit card, money order, cashier's check or traveler's check.

Cancellation of Reservations

Van Der Valk Golf Resort Inverness will process cancellations and refund monies received up to thirty (30) days prior to arrival date. Reservation cancellations made thirty (30) days prior to arrival date will be charged a \$250.00 processing-cancellation fee and the fee will be deducted from the initial deposit/payment. All fees are subject to local and state taxes. Reservation cancellations made within thirty (30) days prior to arrival date will result in forfeiture of all monies received. Reservations made less than thirty (30) days prior to arrival date will be nonrefundable.

Van Der Valk Golf Resort Inverness does not issue refunds for cancellations made within thirty (30) days prior to arrival date. Any and all cancellation refunds are paid to renter by CSA Travel Protection. IF YOU CHOOSE NOT TO PURCHASE THIS COVERAGE NO REFUNDS WILL BE GIVEN FOR CANCELLATIONS. Your purchase of CSA Travel Protection is calculated at 6.95% of the rental rate plus reservation fee and taxes. PLEASE NOTE THAT THIS INSURANCE WILL BE NON- REFUNDABLE 10 DAYS AFTER YOU HAVE PAID YOUR DEPOSIT.

Travel Protection Insurance 320CSA

Van Der Valk Golf Resort Inverness has partnered with CSA Travel Protection insurance to safeguard your vacation. This is an optional plan but we strongly recommend it. To obtain your travel insurance policy or certificate of insurance, log onto www.vacationrentalinsurance.com/certpolicy.do. The travel protection, if purchased, includes insurance coverage for Trip Cancellation, Trip Interruption, Travel Delay, Baggage Delay, Accidental Death and Dismemberment and Emergency Assistance. Please read your document carefully as certain limitations, restrictions and exclusions apply. The insurance coverage is underwritten by Generali US Brance and the non-insurance assistance services are provided by CSA's designated provider. Please contact CSA at (800) 711-1197 if you have any questions.

CSA Travel Protection

By initialing this section, you the undersigned Guest (renter) acknowledge you have read and understand our Cancellation Policy (on page one (1) of this Guest Rental Agreement). Please indicate with initials: GUEST ACKNOWLEDGEMENT (on pg. 4) MUST BE SIGNED AND THE CSA TRAVEL PROTECTION OPTION MARKED.

PLEASE RETURN VIA MAIL, EMAIL OR FAX within 10 days of the booking date. Confirmation cannot be granted until agreement is received by Van Der Valk Golf Resort Inverness.

ACCEPT CSA Travel Insurance _____ -OR- DENY CSA Travel Insurance _____

Renter Signature (Guest Name)

Date Signed

Damage Protection

As a part of your stay, you may purchase a Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to check-out. The fee for this protection is \$35. If purchased, the policy will pay a maximum benefit of \$1500. Any damages that exceed \$1500 or are not covered under the plan will be charged to the credit card on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will

Initial & Date: _____

reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1500. Certain terms and conditions apply. All damage must be reported to Van Der Valk Golf Resort Inverness when it occurs and a Damage Protection Plan Claim Form must be completed by the renter. Failure to promptly report damage to Van Der Valk Golf Resort Inverness may void the coverage by CSA. For CSA Security Deposit Protection policy questions, contact CSA at **(877)243-4135**.

Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy at www.vacationrentalinsurance.com/g20vrd The Vacation Rental Damage plan can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Van Der Valk Golf Resort Inverness any amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Van Der Valk Golf Resort Inverness directly if you do not wish to participate in this assignment. A damage deposit of \$250 will be held on your credit card should you choose not to participate.

By signing this agreement, you waive your right to dispute charges that are made on your credit card pursuant to the terms of the Guest Rental Agreement for intentional damage caused by you or a member of your party visiting or staying at the premises or accidental damage unreported to Van Der Valk Golf Resort Inverness, which may not be covered under the CSA Unintentional Damage Protection. Van Der Valk Golf Resort Inverness reserves the right to charge the credit card(s) on file: 1) To reimburse expense incurred to repair damage, or replace missing items not covered with the Damage Protection Plan offered by CSA; 2) To pay for extra cleaning, if necessary; or 3) For any other charges incurred for violation of the Rental Policy as a result of your stay.

Please indicate with initials:

GUEST ACKNOWLEDGEMENT (on page. 4) MUST BE SIGNED AND THE CSA DAMAGE PROTECTION OR SECURITY DEPOSIT OPTION MARKED.

ACCEPT \$35 CSA Damage Insurance _____ -OR- **ACCEPT Refundable \$250 Security Deposit** _____

Renter Signature (Guest Name)

Date Signed

Change in Reservations

Van Der Valk Golf Resort Inverness will process reservations changes thirty (30) days prior to your arrival date. Change in reservations include unit change and/or date change are subject to price changes. Once within thirty (30) days, reservation changes may result in forfeiture of deposit, in the event you choose to check out of your rental prior to your departure date, refunds will not be issued for unused days.

Property Assignments

In rare instances, we have been in a position where a reserved property has become unavailable; therefore, we reserve the right to change your reservation to equivalent accommodations; subject to availability.

Occupancy Guidelines

The maximum number of guests per property is based on that individual property's ability to safely and comfortably accommodate our guests. If the maximum occupancy is exceeded, you will be asked to vacate the property forfeiting all rental payments. This information can be found on your confirmation letter.

Property Furnishings, Equipment, and Utilities, etc.

All rental properties have fully equipped kitchens, televisions, central heating and air-conditioning. Van Der Valk Golf Resort Inverness cannot guarantee these or other appliances. We will do our best to have malfunctions repaired as soon as possible. Locked closets are to be maintained by homeowners for personal use. Please respect these areas. No compensation will be given for temporary outage of electricity, gas, water, and cable, Internet or telephone service. Outages will be reported immediately and every effort will be made to have them restored as soon as possible. The operation and maintenance of these utilities is completely out of the control of Van Der Valk Golf Resort Inverness. Van Der Valk Golf Resort Inverness has described all properties and their furnishings as accurately as possible based upon the information received from the homeowner. Occasionally an owner will remodel or redecorate a property after the information has been published, and therefore, there may be some discrepancies. Van Der Valk Golf Resort Inverness makes every effort to keep each property and its equipment in good working order and to make repairs as soon as possible when notified of a problem. No refunds or rate adjustment will be made for mechanical failures, such as air conditioning, heating, television or appliances that occur during your stay. Van Der Valk Golf Resort Inverness is not responsible for intrusion of pests including insects, rodents, or other pests, as well

Initial & Date: _____

as weather conditions, road conditions, power outages, acts of God, golf Course closures or any other activity, event, construction or condition beyond its control. While Van Der Valk Golf Resort Inverness makes every effort to be aware of construction and maintenance activities there may occasionally be circumstances beyond our control including neighboring construction and homeowner's association projects. Van Der Valk Golf Resort Inverness will make effort to mitigate any inconvenience; however, no compensation will be given for these situations. **Once units have been assigned, unit moves will not be permitted under any circumstances.**

Linen/Housekeeping Service

Your vacation property will be cleaned to quality standards prior to your arrival and after your departure. You will be responsible for cleaning during your stay and for leaving the property in good condition at check-out. We respectfully request your awareness and appreciation of the property owners; please treat the vacation accommodation with the care you would your own. The accommodation will be stocked with a starter supply of trash liners, toilet paper, bath soap and dishwasher soap. Extra needed items are the responsibility of the guest. Bed and bath linens are furnished and are not to be removed from the property. **Remember to bring your own beach towels.** Any damages will be charged to your credit card per the Damage Protection section.

Family Oriented Vacation Properties

Van Der Valk Golf Resort Inverness will not honor rentals of vacation properties to vacationing students or individuals under the age of twenty-five (25) unless accompanied by their parents. One (1) parents for every (4) guests between the ages of 15-25 is required to stay on the property during the entire rental period. Reservations must be made and confirmed by an adult over the age of twenty-five (25). All chaperoning parents must be present at check-in. Violators will be evicted and all rental payments will be forfeited. Reservations made under false pretense will be subject to forfeiture of advance payment, and/or rental money, and subject to immediate eviction. Any damage will be charged to the credit card on file per the Damage Security section.

Children under the age of sixteen (16) MUST be accompanied by a parent or guardian when using the fitness center.

Quiet hours are 10p.m to 8a.m. daily. We ask that you please respect these hours. Amenities will be unavailable during these hours. Those in violation of these hours may be evicted and all rental payments will be forfeited.

Smoking

Smoking is strictly prohibited at all Van Der Valk Golf Resort Inverness rental properties. If evidence of smoking is found in the unit, a \$250.00 fine will be assessed for necessary deodorizing and additional cleaning. An additional charge will be charged to your credit card per the Damage Security section.

Pets

Pets are not allowed unless approved by Van Der Valk Golf Resort Inverness. If evidence of a pet is found inside a unit or on the premises, you will be vacated immediately with no refund of rental payments. An additional charge of \$250 will be assessed for cleaning, disinfecting and professional flea treatment.

Key Policy

Property keys are provided at check-in and must be returned to the rental office at check-out. A charge of \$24.00, plus applicable taxes will be charged to your credit card per Security Protection section for each key or pass not returned. If you are locked out of your accommodation during normal business hours, please contact our rental office at (352) 637- 1140. If it is after business hours, please contact our **Security telephone number (352) 201-8489**. A representative from Van Der Valk Golf Resort Inverness will make key arrangements.

Swimming Pools

In-ground swimming pools may cause an inherent risk to renters and guests (including children). **As the renter, you accept the risk of the pool and specifically agree that no minor children will be in the pool area without continuous adult supervision.** Renters and guests (including children) will use the pool only in a safe manner and will undertake no acts, which might risk injury or death in the use of the pool. The renter assumes full control and full responsibility for the use of the in- ground swimming pool during confirmed rental period.

Check In / Check Out

Check in time begins at 4:00 PM Eastern Standard Time following inspection to ensure the property is ready for occupancy. For **late and afterhour** arrivals a lockbox is located next to the front door of the restaurant building, you can retrieve the keys to your vacation rental from the lock box. The keys together with vacation rental address are in an envelope with your name on it. Please finish the check in procedure the morning after your arrival, at the front desk located in the restaurant building.

Address: 4543 East Windmill Drive, Inverness FL 34453

Check out is no later than 10:00 AM Eastern Standard Time. Violation of check out policy will be subject to additional charges.

Check – Out Procedures:

In order to avoid additional charges to your credit card, we ask that the following be done prior to your departure: All debris, garbage and discards are disposed of properly in designated containers located outside the rental property.

Soiled dishes are placed in the dishwasher and cleaned.

Property is left in neat condition upon departure, furniture is not re-arranged and items are not missing.

All windows and doors are locked upon departure.

Keys and amenities cards are returned to rental office upon check out.

Agency Disclosure

Van Der Valk Golf Resort Inverness is privately owned; management may refuse service to anyone. Property owners and Van Der Valk Golf Resort Inverness will not be held responsible for acts of theft, vandalism, or other damages to guests’ personal property or items left at the vacation property. If an item has been accidentally left at the property, please contact Van Der Valk Golf Resort Inverness as soon as possible and every effort will be made to mail it to your home. Shipping costs are the responsibility of the renter.

Representatives of Van Der Valk Golf Resort Inverness and/or owners may enter the premises at any reasonable time to make repairs or for inspection of property. Properties may not be sublet.

Guest Acknowledgement

I, the undersigned Guest (renter), acknowledge that I have read the Guest Rental Agreement in its entirety. I understand the terms thereof and agree to be bound by the provisions herein. I also acknowledge and agree that the owner and his/her agents, including Van Der Valk Golf Resort Inverness, shall not be liable for any loss, damage, injury, accident or delay which may be suffered by renter, renter’s family, children, guests, invitees or licensees by reason of:

- (1) Renter’s failure to fulfill any condition of this agreement;
- (2) Renter’s failure to comply with any requirements imposed by any governmental authority;
- (3) Any judgment, lien or other encumbrance filed against the rented property as a result of renter’s actions; or
- (4) The negligent acts or omissions of the owner or any of his/her agents; and the undersigned specifically release(s) the owner and his/her agents there from.

Renter Signature (Guest Name) **Date Signed**
Printed Name (Guest Name)

Reservation Number **Unit Number** **Arrival Date** **Departure Date**

FOR OFFICE USE ONLY	
DATE RECEIVED: _____	DATE INPUT IN LIVREZ: _____
RECEIVED BY: _____	INPUT BY: _____