

## Office Hours

Within reasonable range, we will do our best to be available to meet all of your needs. Our office hours are Monday thru Saturday 10:00a.m.- 6:00p.m. Please contact us toll-free at 1 (888) 444-5573 or you can reach our on-call agent voicemail at 1 (843) 384-2943.

## Rates, Taxes & Fees

- Published rates are weekly rates excluding taxes and fees, with the exception of the online "quick quote" which includes all charges. To obtain the most current rate information, please contact us directly. All rental rates as well as taxes and fees are subject to change without notice.
- A credit card is required to book any reservation. The card will not be charged or held for any reason if you are paying by check. The card will only be charged if damages are incurred during the rental, or if you choose to pay by credit card.
- A fee of \$35.00 will be charged for all returned checks. Returned check fees not paid within the time period allotted by your booking agent will be charged to your credit card. If your check is returned after your departure, Hilton Head Rent Direct will charge your credit card for the balance due, plus the \$35.00 check fee and a 2.95% convenience fee.
- A non-refundable pet fee is required to make a reservation for a designated "pet friendly" home or villa. No more than two dogs are allowed in all "pet friendly" homes and villas (no cats, birds, etc.). Pets may not weigh more than 50 lb. Not all homes and villas accept large dogs. Your credit card will be charged accordingly if pet damage or clean up exceed the non-refundable deposit.

## Deposits and Payments

- E-mail confirmation of payment will be sent to you each time you make a payment toward your balance. Your balance is due 30 days prior to arrival.
- When making a reservation less than 30 days prior to arrival, payment in full is required upfront.
- All charges are U.S. funds; international checks must be noted U.S. funds or they will not be accepted.
- In lieu of a security deposit, a credit card is required to make a guaranteed reservation. No exceptions!

## Cancellations and Refunds

- Absolutely no cancellations are accepted and no refunds issued, including the booking fee included in your rental rate. There will be no refunds for early departures or no-shows.

- A rescheduling of the reservation may be redeemed within one calendar year.
- Hilton Head Rent Direct is not responsible for events beyond our control, e.g. inclement weather, traffic delays, maintenance issues.

### **Check-in & Check-out**

- Check-in is 4:00 PM or later. Please do not enter the home or villa before this time unless you have permission from Hilton Head Rent Direct. Additional rental fees will be charged to your credit card if you are found to be in violation of this policy.
- Check-out is 10:00 AM or earlier. No exceptions!
- All homes and villas are cleaned and inspected upon your departure and is included in your rental fee.
- Hilton Head Rent Direct is not responsible for items left behind.

### **Home & Villa Equipment**

- All homes and villas are privately owned and equipped for basic vacation needs. Bedding and bath towels are provided for the maximum number of possible guests stated for each home and villa. Kitchen utensils and starter supply of soap and paper products are made available. You will need to bring or purchase additional supplies.
- Each home or villa is guaranteed to contain at least one TV and one VCR. Hairdryers are not provided.
- Beach equipment and beach towels are not provided. Do not use home or villa linens as beach blankets.
- Your credit card will be charged for additional cleaning if the home or villa, linens and/or carpet are found to be excessively dirty.
- Telephones are provided. Local calls are free. Use a calling card or dial collect to place long distance calls.
- Maintenance problems in the home or villa will be handled in a timely and professional manner. The rental rate will not be adjusted due to any malfunction of equipment, which includes TV's, VCR's, DVD's, air conditioning units, hot water tanks, elevators, stoves, refrigerators, door locks, hot tubs/spas, pools, etc.
- Hilton Head Rent Direct is not responsible for resort amenities such as schedules, pool & spa closures, etc.
- At the time of publication, all home and villa amenities are accurate to the best of our knowledge.

### **Lockouts**

- Should you find yourself locked out, a lockout fee of \$85.00 is due when there is a lockout from the home or villa.

### **Occupancy**

- Take note of the maximum number of guests allowed in the homes and villas before making your reservation. This policy is strictly enforced and will result in eviction if dishonored.
- Weddings, receptions, and parties of any kind are not allowed without a written request and approval from Hilton Head Rent Direct.
- Homes and villas are not available for rent to vacationing students or guests under the age of 25. This policy is strictly enforced and will result in eviction.

### **Plantation Access & Parking**

- Car passes are required and will be issued for all vehicles entering a plantation area and condominium complex (up to the maximum allowed).
- Some private homes do not have parking access in the garage or on the street. Certain restrictions may apply, please check with our office.

### **Pet Policy - (Dogs Only)**

- No pets allowed except in designated "pet friendly" homes and villas.
- No cats, bird, etc.
- No pets over 50 pounds or exceeding two pets.
- No pit bulls, Rottweiler's, Dobermans, German Sheppard's or bull terriers, for insurance purposes.

### **No Smoking**

- All homes and villas are Non-smoking! No exceptions!

### **Indemnification**

- Neither HHRD nor the owner will be held liable for any accident or injury that may occur to you or your party during your occupancy in or on the property.