



CRA Rental Agreement Terms and Conditions

Guest & Cottage Add On's

- Two (2) bike rentals

Cottage Identity and Dates- Your reservation is for a particular cottage. Please review the vacation dates and information about the cottage carefully.

Availability- Occasionally, a cottage which has been reserved will not be available for reasons beyond our control. When that happens, CRA will substitute comparable accommodations. If comparable accommodations are not available, you will have the option of selecting from available properties at the published rate or receiving a complete refund of your reservation deposit.

Bike Rentals - Cottages come with 2 complimentary bike rentals. Additional bike may be rented, please inquire with your vacation planner for details. If bikes are lost or stolen there is a \$300 per bike fee. Please ensure the bikes are secured at all times with the provided locks.

Minimum Night Stay- Select properties may require a minimum night stay. Confirm minimum night/seasonal restrictions with your CRA Vacation Planning Agent.

Age Restriction- A person in the party must be at least 25 years of age to check-in. Some houses require 30 years of age.

Advance Deposit and Payment- An advance deposit of 50% of the total rent will be required at time of reservation. CRA accepts MasterCard, Visa, American Express and Discover. Payment of the remaining 50% is due 45 days prior to arrival and may be paid by credit card.

Reservation Fee- The Reservation Fee will appear as an additional, separate charge. For one bedroom cottages - \$56.00, two bedroom cottages and larger - \$84.00. This is a standard non-refundable fee required at the time of booking.

Cancellation Policy- CRA requires a 45-day notice of cancellation for a full refund of your deposit. If you cancel your reservation or shorten the length of your stay within the 45-day cancellation period, you will be charged 100% of the rate for the cancelled days of your originally scheduled reservation. A transfer to another cottage is considered a cancellation. No-show (failure to check-in) or early departure is charged 100% of the rate and fees of your original scheduled reservation. You must have your cancellation number as proof you canceled your reservation per the terms of the Cancellation Policy to avoid the no show charge.

Rental/Front Desk Office- The Cottage Rental Agency Front Desk office is located beside Beach Ready Spa at 27 Quincy Circle, Santa Rosa Beach, Florida 32459. The telephone number is (850) 231-2222 extension 2.

Check-in Time- Check-in time begins at 4 p.m. (CST). Due to CRA's high quality standards and high business levels on holiday and peak seasons weekends. Occasional check-in delays may occur during times of heavy departure and CRA staff will assist you during these times to make you as comfortable as possible. If you plan to arrive later than 6 p.m., please call at least 24 hours in advance to make arrangements. The telephone number is (850) 231-2222 extension 2.

Departure- Check-out time is at 10 a.m. at the Front Desk. There will be a fee charged for late departures. There are no refunds for early departures. It is imperative that guests check out no later than 10 a.m. on their day of departure in order for us to have proper time needed to get the cottage ready for the next guest. Here are a few things asked of all guests before departure: (1)ensure sure all refuse are placed in outside trash cans, (2)place dishes in dishwasher, (3)lock all doors and windows, and (4)inform the Front Desk that you are checking in.

Pets- If you need to bring a pet along, we can assist you in finding a kennel. **No pets allowed** is a rule in our rental cottages. Should we discover a pet in the accommodations, you will be charged a fee for pest control, a deep clean, and an additional day's rent which, when combined, usually amounts to \$2,000. In addition, you will need to board your pet at a local kennel or leave the accommodation and receive no refund.

Housekeeping- Your cottage will be cleaned and include fresh linens and start-up supplies before your arrival. This service is automatic and appears within your first night charges. Select properties may include daily housekeeping services for an additional fee. If you would like to include daily housekeeping services, please inquire with your Vacation Planner about advance scheduling and fees.

Start up supplies: CRA will provide you with basic amenities to get your vacation off to a great start; a typical two (2)-day supply includes filters, creamers, sugar, dishsoap, sponge, paper towels, trash bags, toilet paper, facial tissue, bath and facial soap, shampoo, conditioner and hand lotion. After your initial complimentary two (2)-day supply, you will need to purchase needed items from a local store or bring those items with you.

Keys- CRA will gladly give you a maximum of four (4) keys per accommodation if needed. All keys must be returned to the CRA Rental/Front Desk office upon departure. There will be a \$50 charge for each set of hard keys not returned upon departure. RFID and golf cart keys are \$100 per key not returned.

Beach Access: Seaside Town Council mandates beach access through specified entry points. Based on your Seaside cottage location, beach access for your stay will either be via public beach access located at Town Center or through one of the private street pavilion access points. Properties outside of Seaside will have their own designated and/or public beach access points as well (Watercolor Beach, Public Beach Access for Seagrove and NatureWalk, etc.)

Automobiles/Parking- The Seaside community is designed for the pleasure of people. Automobiles are welcome, but the roads belong to pedestrians first. Once you're here, you'll find that the beach, pool, restaurants and shops are all a pleasant stroll away. Please call prior to arrival for assistance with RV, trailer and boat parking as they are not allowed on property. No Golf Carts (street legal) are allowed in the town of Seaside, unless approved by Town Council. Most properties have parking for one (1) automobile and a maximum of two (2) parking passes may be issued per Seaside Town Council. You may be referred to overflow parking for some cottages and for additional vehicles.

Condition of Cottage & Refund Policy- CRA has described all cottages and their furnishings as accurately as possible based upon the information received from the homeowner. However, sometimes an owner will remodel or redecorate a cottage after the information has been published, therefore, there may be some discrepancies. CRA staff 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 whatsoever will be made for mechanical failures, such as air conditioning, heating, television or appliances that occur during your stay. CRA is not responsible for intrusion of pests including insects, rodents, flies, or other pests, as well as weather conditions, road conditions, power outages, acts of God, beach closures or any other activity, event, construction or condition beyond its control.

Maximum Refund: If upon check-in and within the first two (2) hours of occupancy, you discover and report an item found to be not working such as an air conditioner, heater, appliance, major plumbing, electrical, Internet services, cable TV service, fireplace, or other common household items, we will make arrangements to have the item fixed and a maximum one (1)-time refund of \$50 will be credited to your stay for the inconvenience.

Construction- Seaside is still growing as a town. Occasionally, there may be some noise if your cottage is near a construction site. All construction crews are well mannered and work is allowed from 7a.m. to 6 p.m., Monday-Saturday with no noise outside until 8 a.m.. No outside work is allowed on Sundays, ONLY interior as long as it does not disrupt surrounding guests. If vendor vehicles become an issue with guest parking etc. they will be asked to leave /move. If you have problems, please let us know and we will ask the contractors to be more considerate. Unfortunately, Cottage Rental Agency cannot offer refunds or cottage moves due to construction noise.

Observation Towers- Many homeowners have built roof decks or observation towers to catch a view of the Gulf. These towers are what make the town skylines so distinctive. Because they are up so high , accessing decks, towers, lofts or even second stories may also entail climbing ladders or narrow or winding steps. We hope you will enjoy these special places; however, by staying in the cottage, you have assumed the risk of these architectural features. If you have children or others in your party who need assistance, please supervise them.

Internet/TV - Your cottage may or may not be equipped with Internet services. Please note that Cottage Rental Agency is not responsible for and cannot guarantee the quality of Internet, or TV service in any of the cottages. Service may be limited or disrupted due to conditions beyond our control and some devices may not work properly while using the Internet. Should you experience a problem please contact the front desk and we will contact the service provider for repairs. See Cottage Condition & Refunds for further information.

Mail Only Deliveries- You will not be able to mail directly to a particular cottage 's address. Please send mail to the CRA Front Desk at 27 Quincy Circle, 32459, Santa Rosa Beach, FL 32459. You must include the guest name and the cottage name.

Deliveries Other Than Mail- Package deliveries must be arranged in advance with CRA Receiving. All items must be marked with the cottage name, guest name and arrival date, as well as item number (i.e. item 1 of 2; item 2 of 2). Due to limited storage space, no shipments will be accepted any earlier than 3 days prior to arrival. Shipments will not be accepted on Saturday and Sunday. CRA does not accept any liability for items that arrive unmarked, damaged or fail to arrive at CRA. Please ship to: CRA Receiving, 27 Quincy Circle, Santa Rosa Beach, Florida 32459 / Point of Contact: 850-231-2222 ext. 2. (Delivery companies do not deliver in the AM or on Saturdays in the Seaside area.)

Maximum Occupancy- Your Vacation Planner has noted the number of adults and children in your party as they pertain to the maximum occupancy of your accommodation. Should it be discovered that you are over occupying your accommodation, you will be charged an additional fee of \$50 per person per night due to the additional cleaning costs and any potential damages. Eviction is possible in cases where safety or fire code could be an issue.

Smoking- All of our cottages are designated as non-smoking accommodations. No smoking is permitted anywhere on a non-smoking property, including decks, porches, or within the fenced area around the cottage. There is an additional fee of \$1,000 for cleaning and damages for those guests found to be smoking in or around a non-smoking cottage.

Damage Policy - Guests are responsible for the cottage, its contents, and themselves during occupancy. Guests must lock windows and doors securely when not in the premises. Rearranging the furniture or removing any items from the cottage is prohibited. After Check -Out, we will inspect for damage, missing items, and abnormally dirty appearance. If we determine that damage is present , items are missing, or the unit is abnormally dirty, we will repair the damage, replace the missing items , and/or perform a deep clean at Renter's expense. Renter authorizes us to charge the credit card on file under such circumstances.

Damage Waiver- The non-refundable damage waiver is a charge which covers any reported accidental damage to the cottage you are renting or any of its furnishings during your visit. The waiver does NOT cover - and you remain responsible for - intentional acts of destruction, theft, or gross negligence; damage caused by smoking; or damage caused by a pet or other animal brought onto the premises by a guest. Pets are not allowed in any CRA rental cottages, unless it is designated pet-friendly. Any damage caused by the pet will be charged to the guest.

Curfew- There is a curfew from 8:00 p.m. until 6:00 a.m. for persons under the age of 21 years, not accompanied by a parent or guardian.

Rates- Rates and policies are subject to change without notice. Rates are subject to applicable sales tax and an optional local Arts and Entertainment Fee.

Arts and Entertainment Fee- An optional two-percent (2%) charge is added to your bill; this goes towards an A&E fund that provides cultural, educational and entertainment activities for the community.

Sandestin Foundation for Kids- Reservation total includes a \$1 donation to Sandestin Foundation for Kids for each night. The option to opt out is available at Front Desk at time of check in.

For questions or more information, please call Cottage Rental Agency at any time toll-free at 1.800.277.8696 or visit www.CottageRentalAgency.com

See Area Map Below



