

Below is important information regarding your vacation rental with Wrightsville Sands Realty. Should you have any questions, please feel free to contact us.

Office Address and Check in Location:

530 Causeway Drive

STE 6

Wrightsville Beach, NC 28480

910-679-4082 Office

info@wrightsvillesands.com

Wrightsville Sands Realty, Inc Vacation Rental Guest Information

Reservations:

Reservations can be made at anytime for full rental weeks. Please be mindful of whether the property is a Friday to Friday or Saturday to Saturday rental. Reservations for less than 7 days of occupancy cannot be made more than 14 days prior to arrival during the Sport and Prime seasons, and no more than 30-60 days in advance during the all other seasons. Please call our office for questions regarding nightly reservations.

Initial Payment:

Your signed lease agreement and payment for ½ of the rental amount, processing fee, optional Travel Insurance, and optional Incidental Damage Protection Plan must be received within 7 days of making your reservation. If we do not receive your signed lease and payment within in the initial 7 days of booking, then your reservation will be cancelled and the property will be made available for rent to other interested guests.

Final Payment:

The balance of your rental amount, including applicable taxes, pet fees (if applicable), resort fees (if applicable), security deposit (if you did not chose the Incidental Damage Protection

Plan), and optional linen package, is due 30 days prior to your check in day. Your copy of the lease is your final notice. We will not send our reminder notices so please mark your calendar.

Methods of Payment:

Wrightsville Sands Realty, Inc accepts personal checks, money orders, and certified bank funds. For your convenience we also accept Visa and MasterCard credit cards. A \$25 dollar fee will be applied to any check that is returned for NSF or Stop Payment.

If you are renting your property less than 30 days prior to your arrival, your reservation must be confirmed by receipt of the signed lease and full payment within 48 hours of booking. Credit Cards will be the only accepted payment method for reservations made less than 30 days to arrival.

Vacation Lease Agreement:

Please read through your rental agreement carefully, as it contains valuable information regarding your rental with Wrightsville Sands Realty, Inc. Your signed lease and payment must be received in order to confirm your reservation. Your lease can be sent by mail, fax, or scanned e-mail with your signature and elections of optional Travel Insurance, Incidental Damage Protection Plan, and linen package.

North Carolina Vacation Rental Act:

All vacation leases from Wrightsville Sands Realty, Inc are in accordance with the North Carolina Vacation Rental Act. This act contains important information regarding vacation rentals, security deposits, and rights to each party listed in the agreement. Please contact our office for a copy of the North Carolina Vacation Rental Act. Printable PDF copies of the North Carolina Vacation Rental Act can be found here using this link. <http://www.ncga.state.nc.us/gascripts/statutes/StatutesTOC.pl?Chapter=0042A>

Security Deposit:

All of our vacation rental properties require a refundable security deposit between \$500 and \$1500 as security against theft and/or damages that have been caused by tenants. Wrightsville Sands, Inc will inspect the property prior to and post occupancy to check for damages. You will be notified immediately if a problem exists. Otherwise, your security deposit will be refunded by check or credit card within 45 days of departure. All guests have

the option of choosing the Incidental Damage Protection Plan in lieu of the refundable security deposit

Incidental Damage Protection Plan:

Wrightsville Sands Realty, Inc offers Incidental Damage Protection Plan as an alternative to the Security Deposit. The Incidental Damage Protection Plan is a fee of \$50. Incidental Damage Protection Plan provides coverage of up to \$3000 of accidental damaged caused during your tenancy. This plan covers accidental damage only. It DOES NOT cover negligent or deliberate damage. Accidental damage must be reported at the time of the incident or coverage is void. The Incidental Damage Protection Plan also does not cover damage caused by pets. If it is determined that the damage is not accidental or is caused by a pet(s), then the lease holder is responsible for the entire cost of repairs. These costs will be charged to the credit card that it is on file.

Travel Insurance:

All reservations under 90 days in length have the option to purchase Travel Insurance. This optional travel insurance is offered by CSA and provides coverage in the event of an unforeseen cancellation due to death, illness, or other trip interruptions. North Carolina's coast is a prime target area for hurricanes during the summer and early fall. We strongly recommend that you purchase travel insurance. Wrightsville Sands Realty, Inc does not issue refunds for hurricanes and/or hurricane evacuations. For more information regarding this optional travel insurance coverage, please visit CSA's web site at

www.vacationrentalinsurance.com

Processing Fee:

All reservations are required to pay a non-refundable processing fee in the amount of \$70. Depending on where you stay, some home owners associations require an additional rental fee. These fees range from \$30-\$50 and are due with the final payment of your reservation.

Taxes:

A 7% North Carolina sales tax and a 6% New Hanover County Occupancy Tax is required on all rental rates and other fees with the exception of Travel Insurance and Incidental Damage Protection Plan. Taxes are subject to change without notice.

Family Groups and Rental Requirements:

Properties managed by Wrightsville Sands Realty, Inc are rented to family groups only. No fraternities, sororities, church, school, civic, or other non-family groups are permitted. In the event that we determine upon check in or thereafter that you are not a family group, you will

be in material breach of your lease agreement and will be denied access to the property and or subject to immediate expedited eviction and will forfeit all rent and fees paid to Wrightsville Sands Realty, Inc. Wrightsville Sands Realty, Inc requires that renters be at least 25 years of age. Please contact our office for specific age requirements or questions regarding this policy.

Cancellations:

If you should have to cancel your reservation for any reason, please contact our office immediately. We will make every effort to re-rent your property and minimize your loss. If we are able to re-rent your home, all monies (less the \$70 processing fee and \$50 cancellation fee, travel insurance premium if purchased, and all applicable taxes) will be returned if and when final payment is received for the new reservation. If we are unable to re-rent your property, the full rental amount, including taxes and all applicable fees, are due and payable by the check in date of the reservation.

Pets:

The individual property details page indicates whether or not your home is “Pet Friendly”. A Pet friendly home will have the words “Pet Friendly” in the listed amenities of the property. If the property is pet friendly, you may bring 1 house broken pet. A non-refundable \$100 pet fee is required for each pet. Additional pets must be approved by Wrightsville Sands Realty, Inc and the property owner prior to arrival. If it is discovered that a pet is brought into a non-pet friendly property, the lease holder will be held responsible for a full cleaning of the property, full carpet and upholstery cleaning, and an additional pet fee per pet. Pets are strictly prohibited in the pool and/or spa.

Check In:

Check in time can range from between 4PM and 6PM depending on when the property is ready. Most of our properties will be ready during these times, but it is NOT guaranteed. We will do our best to get you into a clean and inviting home as early as possible.

* Your check in location is 530 Causeway Drive STE 6, Wrightsville Beach, NC 28480

* You will be required to show a picture ID prior to be given the keys.

* Please DO NOT go to the property prior to checking in. If you or your car is parked in the driveway, it will only delay cleaning and inspection of the property. We do not give keys out to properties that have not been inspected.

* Do not purchase perishable goods prior to checking in as we do not have refrigeration facilities.

* If you are traveling with elderly or small children, please plan your travel accordingly. Early check in will not be permitted if the property is not cleaned and inspected.

After Hours Check In:

If you are planning to arrive after hours, please contact our office prior to the close of business on your check in day. We will need to make specialized arrangements for you to pick up the keys from the lock box located at our office.

Check Out:

Check out time is at 10AM Sharp on the check out day indicated on your lease agreement. If you are checking out prior to our office opening, please leave the keys in our drop box located at our office.

Partial Week Rentals:

During the Sport and Prime Seasons (June, July, and August) all of our properties rent by the week only. Nightly reservations during these seasons are accepted, but not until 14 days prior to the arrival date or unless otherwise noted.

During all other seasons, nightly rentals are accepted. Some date ranges, holidays, and specials events may require 3 night minimum stay. All other reservations require a 2 night minimum stay.

Smoking In Properties:

All of our vacation rental properties are non-smoking. If it is determined that smoking has occurred in the property, the full cost of cleaning the property, carpets, upholstery, HVAC filters, and deodorizing will be the responsibility of the tenant and will be charged back to the credit card on file.

Cleaning:

All of our properties are cleaned prior to arrival. We respectfully ask that you do the following before you check out:

- *Please wipe down all surface areas
- * Remove all food items from the refrigerator and cabinets
- * Remove all personal items from closets/drawers
- * Place all garbage in the provided outside receptacle
- * Place furniture back where it was when you checked in
- * Close and lock all windows and doors

- Wrightsville Sands Realty, Inc is not responsible for lost or missing personal items.

Telephones:

Our property owners provide telephones for your convenience. Most phones are equipped with blocks to prevent long distance calls without the use of a calling card. In the event that a guest calls long distance or accepts long distance or collect call charges back the property phone number, an additional \$20 fee will be applied. These charges will be charged back to the credit card on file.

Pay Per View Movies:

Most of our homes are equipped with cable TV. If pay per view movies are ordered, all charges plus a \$20 additional fee will be charged back to the credit card on file.

Refund:

There are no refunds due to the failure of non-essential items such as air conditioners, hot tubs, pools, TV's, washer/dryers, dishwashers, microwaves, or other convenience items. We will make every effort to try and repair or replace the items as quickly as possible.

Hurricanes and Evacuations:

In the unfortunate event that a hurricane should threaten the area, it is important that you follow instructions given by local authorities and Wrightsville Sands Realty, Inc. We do not provide any refunds whatsoever for hurricanes, hurricane evacuations, or in-climate weather. However, we do offer and strongly recommend, that you purchase CSA Travel Insurance.

Linens:

Rentals DO NOT include linens. Linen packages are available with each rental. Linen Package prices are listed in the property description. You are also welcome to provide your own linens.

If you have any additional questions, please feel free to contact our office.

Thanks and we will see you at the beach!

Wrightsville Sands Realty, Inc