

# Emerald Isle Vacation Rental Information

## Contact Information

Sandpiper Real Estate rents directly and maintains no office in Emerald Isle. Normal business hours are 8:30 A.M. – 5:00 P.M. seven days a week. Our office number is (336) 852-0901, and facsimile number is (336) 852-0907. We are the owners of both Island Shores and Sandpiper and can assist you directly with all rental and maintenance issues that might arise.

## Reservations

Reservations for your Emerald Isle vacation can be made in person, by phone, or online. A completed **Vacation Rental Agreement** (“Agreement”) will be forwarded to you with specific terms & conditions by fax or e-mail. This Agreement will include all possible charges; however, you may elect to decline any “optional” charges by initialing where appropriate on the Agreement. If you agree to the terms of this Agreement, we require the Initial Payment and Security Deposit be made before confirming any reservation. The Initial Payment includes ½ of the rent, \$50 reservation fee, any additional services requested, such as linens or pool heating. Security deposits range from \$500-\$600 and must be drafted on a separate check and remitted with the Rental Agreement. Security Deposits are held in escrow in an interest-bearing account.

We accept personal or certified checks ONLY. If your Check-In date is less than 30 days away, full payment is required. If your Check-In date is more than 30 days from the date you make the reservation, only an initial payment is due at that time. The remainder is then due 30 days prior to your arrival date. For customers who do not have access to fax or e-mail, the Agreement will be sent via US Mail to be signed and returned with 7 days; however, your payment is still required in order to reserve the week requested. After receipt of your initial payment and signed Agreement, we will send you a confirmation receipt. No further reminder will be mailed.

## Final Payments for Reservations

Your “balance due” and “due date” will be included on your receipt confirmation. All reservations must be paid in full within 30 days prior to your arrival date (see Paragraph 3 of this Agreement for Cancellation Terms). Final Payment will include the remaining Rent Balance, the Security Deposit (if accepted), any rental items (i.e. linens) and taxes. Sandpiper Real Estate will place your reservation payments in an interest bearing trust account at First Citizens Bank, Swansboro, NC, with any such interest earned by the Agent. The Tenant agrees to the advance disbursement of rents to the Owner prior to occupancy (not to exceed 50% (fifty percent) of the total rent) and disbursement of fees to Agent to pay for goods, services, or benefits secured for the Tenant prior to occupancy.

## Partial Week or Additional Day Rentals

Most vacation homes are available to rent for less than a full week. Full week rentals have first priority and partial week (3-night minimums) or additional day rentals cannot be made more than seven days in advance during the summer season. The nightly rate for partial week rentals is calculated by dividing the weekly rate by 4. Therefore, if you stay for 4 or more days, the cost will be the normal weekly rate. Security Deposits, Travel Insurance rates & Reservation Fees are the same for partial week rentals. Partial week rentals must be made by phone, as all Internet reservations are for full weeks only. Please call us at (336) 852-0901 to inquire about a nightly stay.

## **Cancellation**

Should you have to cancel your reservation for any reason, please notify us immediately in writing (via fax, US Mail, or e-mail to Sandpiper@triad.rr.com). If the property is re-rented for the specified period, monies will be refunded less a \$125.00 cancellation fee, any discount required to re-rent the property, and the Travel Insurance premium. We reserve the right to automatically cancel your reservation if your payment is not received in full 30 days prior to your arrival date. Failure to cancel in writing may result in the final payment being charged to your credit card.

## **Security Deposit (SD)**

Security Deposit amounts vary from \$150-\$600, but are refundable within forty-five (45) days of departure if there are no damages. Tenant shall pay all damage (including legal fees) in excess of Security Deposit on demand. You must notify Sandpiper Real Estate of any damage to the unit or theft during your occupancy or this plan is void. The units are carefully inspected after each rental.

## **Linens and Rental Equipment**

Bed linens and towels are not provided unless otherwise specified. If needed, we can provide linens and towels for you along with a startup hospitality kit and can have all your beds made prior to your arrival! Prices for this service vary with the number of bedrooms in your cottage or condo. We also rent beach chairs, umbrellas, port-a-cribs, roll-away beds, etc upon request.

## **Check-In / Check-Out Procedures**

Emerald Isle Office: Check-in time is from 3:00 P.M. to 5:00 P.M. off-season and from 3:00 P.M. to 6:00 P.M. in-season.

Check-out is no later than 10:00 A.M. Key packages should be returned to the same location where they were received. Because other guests may be occupying the property and cleaning personnel require time to turn-over the property, tenants should not be at the rental property prior to Check-in. No occupancy of the property, including driveways, pools, or outside showers will be allowed prior to check-in or after Check-out.

## **Cleaning**

Upon arrival to your rental home, please notify us immediately if you are not satisfied with the cleanliness. We will send a Sandpiper housekeeping person to address the cleaning deficit. If Sandpiper has not heard to the contrary within one hour of check-in, we assume that you have found your rental home in acceptable condition. No discounts will be given at a later point for lack of cleanliness.

## **Selection and Standards of Rental Homes**

All vacation homes rented by Sandpiper are furnished and decorated by the individual homeowner according to his/her personal taste. Since the majority of our homes are rented sight unseen, you should do all you can to communicate your expectations and needs prior to your arrival. All of our rental homes have complete interior, exterior, and view photos available online for your inspection. Simply go to a specific rental home's page and click on "See Additional Photos" to view the entire home. If you need further information about any specific home or condo, we will do our best to assist you.

## **Don't Forget to Bring...**

All cottages provide the following for at least the maximum occupancy the home allows: Blankets, Pillows, Mattress Pads, Bedspreads, a Vacuum Cleaner, a Plunger, a Mop, a Broom and a Dust Pan.

You need to supply the following:

- Bed Linens, Bath & Kitchen Towels (unless Linen Service is provided);
- Beach Towels;
- Special Cooking Items ;
- Cameras and Film;
- Baby Equipment (if not specified in brochure);
- Food and Condiments;
- Flashlights, Radios and Batteries;
- Personal Toiletries;
- Cleaning Supplies;
- Paper Products (Toilet Paper, Paper Towels, etc.);
- Beach and Fishing Equipment;
- Alarm Clock (If needed on vacation!);
- Suntan Lotions, etc.; and
- Cash or Traveler's checks (Personal Checks and Credit Cards may not be accepted at some establishments).

All kitchens are adequately stocked for everyday meal preparation. You can expect to find the following items for at least the maximum occupancy: a Coffee Maker and a Toaster, Dishes, Glasses, Coffee Mugs, Flatware, Dishcloths, Pots and Pans and Cooking Utensils. Some cottages provide extra kitchen equipment, but others do not. Extra kitchen items are provided according to the individual homeowner's preference, not according to the size, location, or price of the cottage. If you are planning special meal preparations you should bring with you such items as: a Blender, a Food Processor, Extra Large or Specialty Pots or Pans, Chef's Knives, Specialty Cooking Utensils, etc.

## **Pets**

Most homeowners do not allow pets anywhere on their property, including on the deck or in the yard. If the homeowner of the property you have rented does allow dogs, it will be stated within the property description and a specified fee will be charged. Please note that "pets" is limited to "dogs only" and, in most cases, no more than 2 dogs are permitted. Cats are never allowed in any property at any time. If you do not notify Agent of a dog on the premises and pay the specified fee, Agent reserves the right to charge your credit card the applicable fee and eviction without refund may apply. Additionally, any guest bringing a pet into a "No Pet" property will be evicted without refund.

## **Maintenance**

Each Sandpiper rental property has a "Guest Guide" that addresses general maintenance concerns. Specific issues are posted on the refrigerator to address things peculiar to your vacation home.

All efforts will be made to expedite repair, but no refunds will be made for mechanical failures of appliances and/or electronics or interruption and/or loss of utilities (including Cable TV). Please also report any inoperative and/or missing equipment to our maintenance department.

For routine maintenance problems during business hours, please call (336) 852-0901 between 8:30 A.M. – 5:00 P.M. for immediate assistance. For emergencies only after hours, call (336) 430-8992. Remember, Sandpiper Real Estate-authorized repairmen have the legal right to enter your rental home as required to accomplish needed repairs.

### **Mail, Messages and Internet**

Remember to provide the phone number of your vacation home, as well as the phone number for Sandpiper Real Estate, to family or friends. You will find the phone number of your rental home on your Vacation Rental Agreement.

There is a long distance phone block on all rental home phones; therefore, it is necessary to use a credit card or phone card when calling long distance. Local calls are free. High speed Wireless Internet is included free in all our properties.

### **Tenant Configuration**

SANDPIPER RENTS TO FAMILIES ONLY UNLESS THE HOMEOWNER HAS GIVEN SPECIFIC EXCEPTION. Should the configuration change or a house party ensue, all tenants will be subject to the expedited eviction procedures set forth in Article 4 of the North Carolina Vacation Rental Act. A house party is defined as occupancy by more than the stated allowable tenants and unruly or other objectionable behavior carried on inside the vacation property or on the premises.

### **Check-Out Procedures**

Check-out at the Sandpiper Rental office is at 10:00 A.M. During the off-season we may be able to offer a late Check-out if there are no incoming guests, but no exceptions are permitted if guests are checking in that day. Please understand that it is difficult, at best, to prepare our cottages between 10:00 A.M. and 3:00 P.M. for the next guests. Your assistance in promptly leaving the cottage by 10:00 A.M. and completing our Check-out Departure Duties is greatly appreciated. We require the return of all keys and, in the case of condos, the return of all gate cards, pool, and parking passes. Please note that you will be charged for each item you do not return to Sandpiper Real Estate prior to your departure.

### **Departure Duties**

- Wash all Dishes, Cookware, Utensils, etc.;
- Empty the Dishwasher and return all items to their proper place;
- Remove all food from Refrigerator;
- Return all Furniture to original location;
- Put all Trash in plastic bags and place in outside Trash Container;
- Check Closets, Dresser Drawers and under Beds for personal belongings\*;
- Turn off all Lights, set Thermostat at 78 in summer and 55 in winter;
- Close and lock all Windows and Doors;
- Please take the time to fill out our Guest Comment Cards (We would like to hear if anything could have been improved during your stay with Sandpiper.); and
- Return all Keys and Passes to the Sandpiper Office and report any Damages or Maintenance Needs.

\* We are not responsible for personal items. If you request, items turned in by housekeeping will be returned to you via COD with a \$25.00 processing fee included. Unclaimed items are donated to charity after 30 days.

## **Next Year's Reservations**

Sandpiper Real Estate strives to have you return year after year. Tentative Advance Reservations will be accepted for the following year, but cannot be guaranteed. This year's guests have priority for the same cottage/condo for the same week(s) next year, assuming that the homeowner makes the property available. However, you must book your reservation by the close of business on the first Wednesday of your stay. Please contact our office for details at (336) 852-0901.

## **For Sale**

Occasionally, a rental property may go on the market for sale. In such case, we reserve the right to show the property to qualified buyers. We will make every effort to schedule the showing at a convenient time and to avoid interrupting your vacation. Your cooperation is appreciated. If your rental property is sold within 180 days of your rental departure date, your lease will be enforced. If the property is sold more than 180 days from your departure date and is no longer offered for rent, we will make every effort to accommodate your needs or refund your money.

## **Disclosure**

All money received by Sandpiper Real Estate is placed in an interest bearing account with said interest being paid to the Agent. The Agent may disburse, upon receipt, up to 50% of rent to the homeowner and all fees to the appropriate recipients.

## **Disclaimer**

All information is presented as an informational piece and no misrepresentation is intended. Every effort has been made to ensure all information contained on this website is accurate. Sandpiper Real Estate shall not be held liable for unintentional errors, omissions, or changes in furnishings or equipment by the homeowner.

Please direct all inquiries regarding vacation rentals to [sandpiper@triad.rr.com](mailto:sandpiper@triad.rr.com)

## **Pool and/or Hot Tub Agreement**

**POOL:** Tenant is responsible for the proper care of swimming pool. Pool use is "At Your Own Risk." It is a parent's or a guardian's responsibility to watch children at all times during pool use. Children must not be left unattended during pool use. No diving into the pool is ever allowed since serious injury, paralysis, or even death, could occur. Damage to the pool, itself, due to tenant misuse, will result in additional charges to the tenant.

**HOT TUB:** Tenant is responsible for proper care of Hot Tub. Suggested Hot Tub occupancy listed in Instruction Manual must not be exceeded. Hot Tub must be covered when not in use to retain heat. Do not sit on hot tub cover or use it for storage. Damage to cover or Hot Tub due to misuse will result in additional charges to the tenant. Please do not set Hot Tub thermostat higher than 104 degrees. Due to high temperatures, Hot Tubs are not suitable for small children or pregnant women. Children under the legal age should not be left unattended. It is not wise to sit in the Hot Tub longer than 15 minutes at a time.

It is imperative that everyone (adults and children) shower before entering the Pool &/or Hot Tub to remove sand and suntan lotion from their feet, hands, and body. The Pool and/or Hot Tub is maintained by Sandpiper Real Estate. An instruction manual is provided for the Hot Tub. Any questions regarding the safe use and operation of the Pool &/or Hot Tub should be referred to Sandpiper Real Estate (336) 852-0901.

Tenant does hereby covenant and agree to defend, indemnify, and hold harmless, both the owners of subject property and their Agent, Sandpiper Real Estate, from, and against, all liability, loss, damage, claims, or actions (including costs and attorney fees) for bodily injury, paralysis, or death and/or property damage, to the extent permissible by law, arising out of, or in connection with, the misuse of Pool &/or Hot Tub.

### **Golf Cart Privilege Disclaimer**

I, and my guests, acknowledge that the use of the Golf Cart is "At Our Own Risk." By entering into a rental contract, we agree to relieve and hold harmless Sandpiper Real Estate and the Homeowners of subject property for any and all debts which might occur from accidents involving the golf cart. Sandpiper Real Estate and the Homeowners of subject property are not liable for any damages or bodily harm incurred with guests' use of golf cart. We understand that there is no insurance of any type on this Golf Cart. We also agree to pay for any damages done to the Golf Cart, itself.

Golf Cart MUST: stay in the subdivision where the rental property is located, be driven by persons 16-years or older with a valid Driver's License, and stay on paved areas only. Golf Cart Driver must abide by all Stop and Speed Limit signs.

Reckless driving will result in the revocation of Golf Cart privileges for all rental guests for the entire rental period.

### **Deck Addendum Terms**

The decks are provided for your convenience and enjoyment. The tenant is responsible for insuring that all guests maintain a proper and safety-conscious demeanor while on the decks. The tenant acknowledges that small children shall not be left unattended while on the decks. There should be no running, jumping, or throwing items from any level of the decks. There should be no sitting, standing, hanging, or walking on the railings. Damage to the decks due to tenant misuse will result in additional charges to the tenant.

Tenant does hereby covenant and agree to defend, indemnify, and hold harmless, both the owners of subject property and their Agent, Sandpiper Real Estate, from, and against, all liability, loss, damage, claims, or actions (including costs and attorney fees) for bodily injury, paralysis, or death and/or property damage, to the extent permissible by law, arising out of, or in connection with, the misuse of Decks.