

## Grand Strand Resorts, Inc. Rules and Regulations

**Please take a few minutes to read the following information carefully in order to make yourself familiar with our policies. We want your vacation to be enjoyable right from the start, and are here to assist you in planning your stay with us. Helpful Hint: We have a great variety of properties to choose from. It's a good idea to choose 2 or 3 that fit your needs prior to making your reservation.**

### 1. Limits of Liability

- Grand Strand Resorts cannot be held liable or responsible for errors in printing, pictures or rates on this website or any other website. Our staff works diligently to find and correct all mistakes. Errors can happen for many reasons and this may result in incorrect information being sent. We apologize for any inconvenience unintentional error might have caused you.

### 2. Check-in & Check-out times

- Daily rentals have a minimum of 3 nights stay
- Check-out is 10 a.m. NO EXCEPTIONS!
- Late Check-outs are subject to a \$75.00 an hour late fee.
- Check-in is 3 – 5 p.m. subject to unit availability
- Late arrival check-in (after 5 p.m.) is available with advance notice and MUST BE PAID IN FULL. We have a late arrival lock box next to our office door. Please call ahead for combination. For lost, late arrivals, and emergencies, we have a live answering service ready to help you after hours. 843-272-4171
- If you arrive before 3:00pm, come by our office. We will be glad to take care of any paperwork and check the status of your accommodations. If your vacation rental is ready, we'll get you off to an early start at the beach. Please be aware that some of our accommodations may not be ready until 3:00pm or after. Sometimes there are repairs that may have to be done after and before check-in.

### 3. Reservations

- A \$500 deposit is due upon booking to confirm your reservation; reservations will automatically be cancelled if deposit is not received within 7 days.
- All reservations are subject to a \$59.50 processing fee for a 7 day or monthly stay. Daily processing fee is \$8.50 a day.
- Checks are accepted if received 30 days before stay. Returned checks will incur a \$35.00 bank fee.
- On-line reservations require payment by Discover, Visa or Master Card at time of booking.
- Upon receipt of payment, you will receive confirmation showing your rental charges, processing, insurance and damage waiver fee for all rental services
- Final balance MUST be paid in full 30 days before check-in and a final confirmation will be mailed or emailed to you at this time. Separate billing is not sent out for the final balance payment. If a payment is not received, the reservation will be treated as a cancellation.

- We do accept Visa, MasterCard and Discover Card. The Rental Agent shall place the advance rental payments in an interest bearing Trust Account with an insured South Carolina bank with accrued interest payable to the Agent.

#### 4. Travel Insurance

- Travel Insurance will be added to all reservations. We strongly urge that you purchase this travel insurance especially during weeks from June thru Oct 30 as this is the prime hurricane season. If you do not wish to purchase the insurance, the insurance amount will be deducted from your reservation upon your written notification. **No Refunds** will be made for **Hurricane Evacuation** unless you have purchased travel insurance. Travel insurance must be paid in full 30 days prior to check-in. Travel insurance will refund based on the days under mandatory evacuation. This insurance also protects you and your family if an emergency family illness or death should occur, and prohibits you from vacationing. We recommend you purchase this insurance for your protection. You have invested a lot of your money in this vacation. A brochure explaining the benefits, exclusions, and limitations will be sent to you upon confirmation.

You may download a current version [here](#)

#### 5. Vacation Condos/ Homes Listed For Sale

- In some cases, vacation condos/homes may be listed for sale. In the event you reserve a Condo/Home that has been sold, you will be notified at once by our office. Guests may be moved to an alternative Condo/Home, and Grand Strand Resorts in good faith will make every effort to relocate guests in similar accommodations, but if the substitute property is more expensive, the guest must pay the difference. If the guest chooses not to pay the difference, all monies will be refunded.

#### 6. No House Parties

- Should a group attempt to occupy a property, they will be immediately evicted and forfeit all rent. The person making the reservation will be responsible for all legal fees concerning this situation.

#### 7. Damage Waiver Fee

- Why pay a large security deposit and worry that someone in your party might accidentally break something? We want you to enjoy your stay! We inspect every condo/home before and after every guest to make sure that everything is in order when you arrive. But, if an accident happens, report the details and leave the rest to us!
- The Damage Waiver Fee is a non-refundable \$40.00 fee designed to protect you from risk of substantial charges related to damage to the rental unit during your stay. The Damage Waiver Fee is required of all guests. It covers up to \$1000 of accidental damage but does not include loss or damage resulting from intentional acts, gross negligence, or willful and wanton conduct. If damage occurs during your stay, call the office immediately so that we can take care of it.

#### 8. Cancellations

- Guest must cancel with at least a 60 day notice to receive any rental refund. All refunds are subject to a cancellation fee of \$200 and travel insurance.

#### 9. Repairs

- If a problem should arise with equipment in a unit, a refund on rent will not be made. We do guarantee that repairs will be made as soon as possible.

#### 10. Miscellaneous Rental Items

- We regret that we can not guarantee the comfort of sleeper sofas. We recommend their usage by children and cannot give a refund due to their discomfort.
- All keys must be returned to the office at check-out or an assessed \$15.00 fee per lost key will be collected.
- Locked out? If this happens during business hours, just come by our office for another key. After hours, call our office and we will have a locksmith come to you, however you will be responsible for payment to the locksmith at that time for services rendered.
- On arrival you will find a sheet of rules and regulations posted in each unit. Please inspect your unit, and notify us immediately if there are any problems.
- All rent is subject to a 7% S.C. sales tax, 2% accommodation tax, and 3% city/county tax (12% total tax) Taxes are subject to change
- No more than the maximum occupancy in any property is allowed. This is strictly enforced and may be cause for eviction from the property
- Any items left in the unit will be shipped via UPS at guest's expense including a \$15.00 handling fee, however we are not liable for items left in the unit.

#### 11. No Pets

- Absolutely No Pets are allowed in our units. Any pet found in or around any unit will result in a \$200 charge and will result in immediate eviction and forfeiture of all rents paid along with any damages that resulted because of pet. This rule is checked and strictly enforced.

#### 12. Restrictions

- We rent strictly to families and adults over 25 only. Violations of this regulation will be denied occupancy and forfeit full rental amount.

#### 13. Linens

- **All weekly and daily rentals include ALL linen and departure cleaning**
- All beds will be made upon arrival, Not including sofa beds and Murphy pull outs. We ask that at departure, you remove all items from the refrigerator and freezer, carry all trash out and turn on the dishwasher.
- Linens for sleeper sofas or Murphy beds can be rented for \$30.00 a set if needed. (Each set includes 1 flat sheet, 1 fitted sheet, 2 pillow cases, 4 towels, and 4 wash clothes. Goody Bag to be given at check-in, includes

a starter kit of paper products. (Toilet paper, hand soap, and dishwasher soap etc.) Come to the office for Goody Bag the next day if late arrival.

- Monthly guests must provide own linens.
- Large Crib and Roll-A-Bed rentals are available. (\$60.00/week \$10.00/day)
- High Chair Rental (\$30.00/ week \$7.50/ day)
- 3 day minimum on crib, rollaway & high chair rentals.

#### 14. Suggested items to bring:

- Paper products including toilet paper & Paper towels
- Trash bags, plastic wrap & foil
- Soap, shampoo & tanning lotion
- Hair dryer & camera
- Beach chairs, floats, beach bags, umbrella
- CD's, videos, paperback books, games & puzzles
- Credit cards & cash

#### 15. Dog Friendly Condos

We offer a limited supply of dog friendly condos. There is an additional \$150 fee for these units. The fee is used to clean deodorize after each departure. Please call us for units and availability – 1-800-367-6515.

#### 16. Locked Closets

Many owners have their personal items locked in a closet for their convenience. These areas are not included in any rental. Please DO NOT attempt to open these locked closet doors – they are for homeowner use only. If you break into the closet your account will be charged for repairs and any missing items.

#### 17. All units are Non Smoking

There will be a \$200 charge to your account for any evidence of smoking inside a rental unit. If you need to smoke please smoke on the balcony.