

RENTAL POLICIES – VISTA DEL MAR

AFTER-HOURS EMERGENCIES

Contact Descanso Rental Homes during business hours for any maintenance issues or leave a message after business hours and we will return your call the next day.

Our after-hours emergency service is for extreme emergencies only (fire, electrical, lightning strike, water leaks, and lock-outs). Should you have an after-hours emergency, please call my mobile phone at 717-475-0045 (Nadina) or 717-989-7166 (Oliver) You will be able to leave a message and your call will be returned promptly.

BEACH NOURISHMENT AND CONSTRUCTION

From time to time it is necessary to replenish our beaches through Beach Nourishment Projects. During these projects, sand will be pumped onto the shoreline by offshore dredges to widen the existing beaches, which have suffered from erosion in many places. The goal of these beach nourishment projects is to replenish and protect the homes and beaches we all love, from coastal storms that threaten our shoreline. These projects will be completed in sections to minimize the impact on visitors to the area and ensure that the beaches are still accessible for your enjoyment.

Beach nourishment projects require management as time goes on. The next round of re-nourishment is tentatively planned for 2022 in the towns of Duck, Southern Shores, Kitty Hawk, Kill Devil Hills, and Nags Head. Plans are in the early stages, but a contract has been secured with Coastal Protection Engineering in Wilmington, NC.

We apologize in advance for any inconvenience this causes and are confident you understand the importance and necessity of this project so you can continue to return and enjoy the Outer Banks beaches for many years to come. We hope you will choose to make the best of your vacation should you find your stay impacted by the beach nourishment project.

El Descanso Rental Homes cannot predict when or where these jobs will begin or how long they will last. **Since we have no control over these situations, no compensation or moves to other properties are possible.**

CANCELLATIONS

All cancellations must be received in writing. The tenant is responsible for verifying that El Descanso has received their cancellation letter. Per AirBNB's refund policy, tenants will receive a 50% refund up until 60 days prior to arrival (check-in date). No refund will be given within 59 days prior to arrival (check-in).

Please note: Refunds could take up to 30 days to be processed after payment is received on the re-rented period, this could mean not receiving your refund until after the stay begins. Please note: Nonpayment of any deposits or balances due may result in reservation cancellation.

CHECK-IN

Check-in starts at 4:00 p.m. on your date of arrival.

We make our best effort to see that your home is ready by 4:00 p.m. However, there are some situations where additional cleaning and maintenance is required and homes may not be ready until after 6:00 p.m. When necessary, we reserve the right to extend check-ins to allow extra time for cleaning or maintenance. Tenants may not go to the property (including driveways and outside showers) prior to check-in, as this will delay the cleaning and maintenance process.

Keep the following in mind during your stay:

- Please be respectful of the owner's property. Do not move furniture.
- Keep doors and windows closed when the air conditioning is on.
- The thermostat will not allow a temperature below 70 degrees in the summer; you may freeze the unit and it can take up to 24 hours to thaw and begin cooling the home. Opening doors and windows will greatly increase the humidity in the home. For every 10% relative humidity increase over 30%, the temp in the house feels 1F warmer than the actual temperature (e.g., 72F with 70% humidity will feel like 77F in the house).
- Do not remove any item from the home.
- Owners' closets are clearly marked and off-limits. Please do not try to open it.
- Follow all posted hot tub rules. Children must be supervised by an adult in the hot tub area at all times.
- Please do not overfill the refrigerator or block venting for optimal cooling.
- Allow up to 24 hours for the refrigerator to cool after filling with groceries.

CHECK-OUT

Check-out is at 10:00 a.m. on the day of departure. Cleaning crews arrive at the home at 10:00 a.m.; your prompt departure is appreciated.

Please leave the home tidy and in the condition, it was found on check-in day by completing the following items:

- Do not remove the sheets from the bed and mattress covers
- Place towels in the bathtub of each room
- Clean out the refrigerator and leave the refrigerator/freezer settings on medium
- Place all trash in the cans provided. Move trash cans bins to the edge of the street the night before you leave. Make sure all trash is placed INSIDE of the cans, or the trash will not be picked up (Pick-up is done prior to dawn.)
- Please wash and put away all dishes or place them in the dishwasher and begin the cleaning cycle
- No need to adjust the thermostat because the comfort settings schedule will adjust the temperature after your departure
- Please turn off all inside and outside lights
- Leave grills, furniture, and accessories as you found them
- Remove toys/trash from the hot tub area
- Make sure the hot tub cover is secure
- Make sure the propane tank has been shut off for all gas grills
- Please clean any and all grills using the grill brush provided
- No smoking in the premises
- Check closets, drawers, and under beds for personal items
- If you logged into a smart device or streaming program with your personal login information, be sure to log out

- Please make sure you close and secure all windows and doors and also have someone check the security of all doors and windows from outside the home

DISCLOSURE

Every effort has been made to ensure that our descriptions, available amenities, rates, and distances to ocean accesses are accurate. However, we cannot be held responsible for changes made in furnishings or equipment, inaccurate descriptions, distance to ocean errors, printing errors, or errors on any third-party sites, such as but not limited to, Airbnb, Booking.com, VRBO, etc.

We regret that we will be unable to move you to another home or compensate you for errors or omissions that may be included on our website or any third-party site.

HURRICANES

Hurricane season lasts from June 1st until November 30th each year.

In the unfortunate event that a hurricane should threaten the Outer Banks, it is important that you immediately follow instructions given by local authorities and El Descanso for the safety of your family/friends, our employees, and our first responders. We strongly recommend you purchase the travel insurance as explained in the Travel Insurance section of these policies to protect your vacation investment should there be an evacuation due to a tropical system/hurricane.

KEYLESS ENTRY

The home utilizes keyless entry allowing you to go straight to the home. Guests staying in keyless entry homes will be sent their access code prior to arrival.

MAIL AND MESSAGES

The home does not receive mail from the USPS. Deliveries can be made through FedEx and UPS.

OCCUPANCY

El Descanso rents to family groups. A family group is defined as parents, grandparents, children, and extended family members. Tenant acknowledges that he/she is at least 25 years old and understands that he/she must personally occupy the property for the entire period. Tenant further acknowledges he/she may not rent the property for non-family group use such as high school, college, or civic groups and to do so constitutes a material breach, which is grounds for immediate eviction as set forth herein.

The maximum occupancy of the home is **10 occupants**. Under no circumstances shall occupancy exceed this number. Occupancy of the rental property includes children, except infants in cribs.

Please note: No campers or mobile units may be parked at the home for the purpose of additional sleeping space. Exceeding maximum occupancy is a material breach of the rental agreement and may lead to termination without a refund.

RIGHT OF ENTRY, ACCESS, AND SECURING THE PROPERTY

The owner and his agents reserve the right to enter and inspect the property without prior notice to Tenant. The owner and his agents reserve the right to schedule professional services during tenancy including but not limited to inspecting, making repairs, replacements, or installations, or showing the home to prospective purchasers or tenants. Tenant is responsible for securing rental property during the tenancy, including protection from intruders and the elements.

OWNER CLOSETS

Home owners maintain locked closets and or utility rooms in their homes for storage of personal items. Please respect these locked closets and storage rooms and do not attempt to open them.

Any damage to this area of the rental property will be billed directly to the guest since this type of damage is willful. Opening an owner's closet is a material breach of the rental agreement and may lead to termination without a refund

PAYMENTS

An advance rental payment of one-half (50%) of the rent is required at the time of booking the reservation. If the signed lease agreement and payment are not received within two (2) days, the reservation will be canceled. Follow the VRBO payment requirements.

Final payments are required 45 days prior to your scheduled arrival date. NO invoice is sent and it is the responsibility of the guests to complete their final payment to arrive no later than 45 days prior to the scheduled arrival date.

HOT TUB

The hot tub is cleaned, serviced, and chemically treated between guest arrivals on Fridays. Please do not use pools or hot tubs before 6:00 PM on your arrival day. Additional mid-week service and treatment are also provided.

Guests understand and agree that El Descanso is not responsible for any accidents that may occur regarding the use of the pool, hot tub, and/or other equipment.

Please be aware that there are particular risks involved with using hot tubs. It is important to read the information given to you at check-in to familiarize yourself with safety policies pertaining to hot tub use. The spa is not guaranteed to be accessible upon guest arrival.

TRASH AND RECYCLING

Each tenant is responsible for properly disposing of all trash during and at the conclusion, of their stay. Please make sure all trash from within the home is put into the designated trash can located at the

property. These cans must be rolled to the edge of the street the night before the scheduled trash pick-up, as Waste Management arrives very early in the morning. Trash and recycling collections are twice per week during the "In" season. The trash/recycling collection days will be posted on the refrigerator in your rental property. If this information is missing, please call our office to confirm the collection days.

Please note: Any trash/recycling that is not put in the trash/recycle can(s) and rolled to the street will not be picked up by Waste Management. Trash/recycling that is found to have not been taken down to the street or that does not fit into the designated container will result in a \$75 charge to the leaseholder.

TRAVEL INSURANCE

We strongly recommend insuring your vacation investment with travel insurance. Things like emergencies, hurricanes, and life events can happen. Please consider making this worthwhile investment.

If you have questions please feel free to call or text us anytime. We'd be more than happy to suggest activities, restaurants and help make your stay as amazing as possible.

Should you have any questions you can contact us below:

Oliver and Nadina Feakins

nadinaobx@gmail.com

Tel:(717) 723-9152

Thank you and enjoy your stay!

The Feakins

El Descanso Rentals