



IMPORTANT WEEKLY LODGING RENTAL INFORMATION & POLICIES

Ocean Atlantic Sotheby's welcomes you to our Delaware Beaches vacation rental property. Please take a few moments to read the information below to help make your stay a pleasant one. Below are a few links that will help you have an enjoyable experience at our lovely beaches and will provide parking information, community affairs, and calendar events.

www.bethany-fenwick.org & www.beach-fun.com/ & www.leweschamber.com/

RESERVATIONS & DEPOSITS

We begin accepting new reservations and previewing homes in October for the following year. Rentals less than 7 nights are available in some properties. 1st Payment includes ½ of the rental rate plus all taxes and fees, where applicable. The remaining balance is due 30 days prior to check in date. Reservations made where occupancy will occur in 30 days or less must be paid in full immediately. Reservations made where occupancy will occur in 7 days or less must be paid in full via overnight mail made payable by money order, cashier's check or credit card; **no** personal checks.

CHECK-IN

Check-in hours are from 3pm to 5pm. Lessee (person whose name the Weekly Lodging Agreement is registered to) must pick up keys, if unable to do so, designated person must be 25 years of age with valid identification or older and must supply a copy of the confirmation agreement. Please plan your arrival accordingly. KEYS are not available before 3pm. If you will be arriving after 5pm please notify our office so we can make arrangements for your keys and rental packet. **Any discrepancies with the property must be reported the day of check-in, including cleaning discrepancies. Waiting to tell us until check-out may cause an unnecessary deduction out of your security deposit.**

CHECK-OUT

Check-out is promptly at 10am- **NO EXCEPTIONS PLEASE!** Keys, pool passes, and permits must be returned to our office at that time. Once the keys are returned to our office the property may not be occupied or re-entered for any reason. There is a drop box by the front office door for early departures. There is a \$25.00 charge for non returned keys and \$100.00 per pool pass/parking permit not returned.

Check-Out Checklist:

- Report any damage to the rental agent as soon as possible.
- Remove items from refrigerator, freezer, and cabinets must be emptied of all food items.
- Counters, table tops, and appliances should be wiped free of excess spills and smudges.
- Clean all dishes, utensils, pats/pans, etc., and must be put away.
- All trash must be emptied and disposed of in outside container.
- Replace all bedspreads after removing linens.
- Return all furniture and deck furniture to their original configuration as it was when you checked-in.
- Leave remotes with the televisions.
- Carpets and floors should be broom clean of excess debris, food, and sand.
- Remove all items from Outside Shower and make sure **BBQ Grill is clean.**
- Property must be vacated with all windows and doors locked.
- Turn air conditioner to 76 degrees by 10am.
- All cars and bikes must be removed by 10am.

- Please call our office if you run into a problem/concern or have a question. There are guests such as yourselves arriving in the property after you; we do not want to create any delay in the future guests stay. If an appliance is not working, or a stain is created; any situation at all, please call us so we can assist you in getting the matter resolved in a timely and cost effective manner.
- Property inspections are conducted after check-out and there will be a charge if the above procedures are not followed.
- **We will not be responsible for retrieving and/or returning items left in the properties.**

AIR CONDITIONING

Units are designed for a 15 degree differential from outside temperature. If the air conditioner is not on when you check-in, don't expect immediate results. Set the thermostat at 72 degrees (maximum efficiency); please be sure all windows and doors are closed. As the property cools off you may adjust the thermostat to your comfort level. Please keep in mind that lowering the thermostat under 68 degrees will cause the air condition unit to shock the system. This causes the coils to freeze, resulting in prolonged loss of cooling that will require 24 hours to reset itself. If after following this procedure your air conditioning is still not cooling, call our office for assistance.

REFRIGERATORS

1. Please allow adequate time (24 hrs) for the refrigerator to cool newly placed food and beverages. Please allow time for the refrigerator to get cool prior to calling our office for an unnecessary service call.
2. Do not turn the refrigerator up to high: make sure the temperature setting is set about one number above half way for the refrigerator and freezer to work properly.
3. Do not stuff it full of warm food and beverages: for the first 12-18 hours, put in only those items that must be refrigerated immediately and allow them to cool. Gradually add soft drinks and other items that do not require immediate refrigeration.
4. Keep the door shut: constantly opening and closing the door will not allow food, drinks, etc. to cool. If your refrigerator is still warm after 24hrs, please call us.

OCCUPANCY

Occupancy is strictly limited to the number of persons on the agreement regardless of the amount of bedding.

NON-SMOKING HOMES

Please respect the wishes of the property owner and do not smoke in the home! Please smoke in designated areas and discard your cigarette in the appropriate place. Do not throw your cigarette butts on the ground as this may result in a fine for the home owner from the home owners association.

PETS

MOST homes are NOT pet friendly. Pets are strictly prohibited unless renting a pet friendly home. Violation will be subject to immediate termination of your agreement and your deposit and all rental monies will be forfeited. You will also be charged the cost of cleaning and extermination.

FURNISHINGS

Each rental property is privately owned and is furnished according to the owners' individual style. Basic equipment and furnishings are provided for a comfortable vacation. In the event of a breakdown, immediate repair is not guaranteed. **Guests will need to provide their own linens, towels, beach equipment, and also all toiletries, paper, and soap products. Please refer to our vacation rental checklist for assistance.**

CLEANING

It is your responsibility to leave the unit in the manner in which you found it. Please make sure trash is disposed of in the designated areas.

OUTSIDE SHOWER

Please use the outside showers when returning from the beach to prevent sand collecting in the drains in the home.

ELECTRIC

If it's electric and does not work, make sure the item is plugged in, the wall switch is on, and the circuit breaker has not been tripped. If tripped, please turn off and on again.

PLUMBING

The majority of plumbing service calls are complaints of stopped up toilets. Please be careful what you put down the toilet and make sure you use the plunger that has been provided to release the drain. If the plunger does not work please call our office for assistance. PLEASE DO NOT flush female sanitary products, Kleenex, baby wipes, and cleaning wipes down the toilet. If a plumber is called to service the clog and there are products found other than toilet paper, you may be responsible for the plumbing service charge.

TELEPHONE

Please charge all long distance or information calls to your credit card or home number. A \$20.00 service charge will be added to all telephone bills we have to collect for the owner.

MAINTENANCE & REPAIRS

It is the rental guests' responsibility to report any needed maintenance or repair problems as soon as possible. Reasonable wear and tear is the responsibility of the property owner. However, if you do cause any damage in or around the property, you must report the problem and pay for repairs.

AFTER HOURS EMERGENCY

In case of an extreme emergency, after normal business hours, please call your Rental Team Agent first. Your contract will supply our maintenance contact name and number. This is for emergency calls **ONLY**. Non-emergency calls will be responded to the next business day. Please note that equipment failure and cleanings are **NOT** considered an emergency.

LOCK OUTS

Lock outs are **NOT** considered an emergency. If you lock yourself out after hours, call your Rental Agent first and then our ER maintenance number. A \$50.00 lock-out fee will be charged at time of service. If it is after hours and your Rental Agent cannot be reached and the ER maintenance number has not returned your call, you will need to contact a Locksmith. Neither Ocean Atlantic Sotheby's nor property owners will be responsible for this cost; you will need to make direct payment to Locksmith.

PARKING AND KEYS

Parking is limited. Ask your agent for the number of spaces available. Boat trailers, motor homes, and campers are not allowed in most areas. Street parking for Rehoboth Beach, Dewey Beach, and Bethany Beach require a parking permit. Parking permits cannot be used at the parking meters, only park at designated areas. Parking permits are available for some properties depending on the amount the owner has provided. For information on parking permits please go to the city's chamber of commerce website which can be found on the final page. Two keys are given with each rental property at check-in. Additional keys, if available, may be obtained at the agents' discretion. An additional deposit will be required if additional keys are given out.

SWIMMING POOLS & TENNIS COURTS

Most pools and tennis courts are open from Memorial Day through Labor Day. The opening and closing varies and is at the building/communities discretion. These amenities are closed periodically for maintenance and/or cleaning without notice; there will not be any compensation for non-scheduled closings.

CANCELLATIONS

In the event of a cancellation or transfer, you are responsible for the full amount of your original agreement. Only IF we are able to secure for that property a new agreement for the same time period and dollar amount will all your rental monies be refunded (less a 15% penalty on total gross rent). All cancellations must be put in writing and received by our office prior to re-renting.

We hope you enjoy your stay. Our owners have opened their homes up to you; they want you to be comfortable and their home to become your home. Please feel free to contact us at any time.

By receiving this information and paying your balance in full you accept all information and policies outlined.
We are not responsible for misprints.