



Terms &

Conditions

WWW.MDUSPROPERTYMANAGEMENT.COM



Rental

Rental Policies



Reservation Requirements:

Guests making reservations must be at least 21 years of age, must be able to show proof of age at any time during the stay, and must agree to the Terms and Conditions of MD Property Management, Inc Rental Agreement. MD Property Management, Inc reserves the right to refuse service to any person or party and 20% payment is required at initial booking and will be applied to the total amount due. The final payment is due 15 days before the guest's arrival date. Forms of payment include: Visa, Master Card, Discover, American Express.

Early Check-In:

While check-in time is 4:00 p.m. or later, if we are able to accommodate an earlier arrival, we will make every effort to do so. Please email our reservations team to see if we are able to accommodate such requests. They may be reached at mdpropertymanagementus@gmail.com

Confirmation:

Guests will receive a reservation confirmation via email. Guests may request another method of confirmation if preferred. Please review your confirmation immediately upon receipt to verify the accuracy of the reservation. Please note that MD Property Management, Inc has nightly minimums for accommodations. The following is a guideline for the minimum requirements: Two-night minimum at all times unless otherwise indicated below

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Day of Arrival:

Check-in begins at 4:00 p.m. on the first day of occupancy. All applicable check-in information will be digitally supplied 8 hours prior to the arrival. At that time, a staff member will review house policies and supply all property access codes. Each property is inspected prior to arrival and once again after departure.

Late Arrivals:

N/A

Day of Departure:

Check-out time is on or before 11:00 a.m. on the final day of occupancy. Please follow the checkout procedures found in each property. Please be aware that there are no refunds for early departures. Late Check Out: Please know that it is our desire to try to accommodate every guest's needs when possible. While any late checkouts must be arranged in advance, they are not always available.

Occupancy:

All occupancy must conform to our occupancy guidelines. Occupancy may not exceed what is posted for each home. Maximum occupancy includes infants and children. Exceeding occupancy may result in immediate eviction with no refund.

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Conduct:

All guests are responsible for the home that they are occupying. MD Property Management, Inc is acting as the agent on behalf of each individual homeowner and we ask that you treat each property, its furnishings, and its exterior surroundings with the utmost respect. House parties are not allowed and will not be tolerated at any time and any violation will subject all guests to removal, without refund. No firearms or fireworks will be discharged on any property. Guests are prohibited from trespassing on neighboring properties unless specifically invited and must avoid disturbing neighboring property owners by keeping music, voices, and any other noise to a reasonable level.

Pet Policy:

Many of our homes are not pet-friendly. Arrangements for pets must be made in advance for the select units where they are welcome. A \$500 pet fee will be charged to the credit card on file for any unauthorized pets as well as any repair charges that result from the violation. Owners of any unauthorized pets may be immediately evicted with no refund. For units that do welcome pets, guests must declare all pets in advance. There is a two-pet limit. Pets must be well behaved and kenneled while guests are out of the unit. Owners are expected to clean up the yard after their pets. Failure to do so will result in an additional \$150 clean-up fee.

Smoking Policy:

Smoking is not allowed in any of our properties at any time! Smoking is permitted outside and away from the building. Please dispose of cigarette butts in the proper location. A \$500.00 fee will be charged to the credit card on file for any evidence of smoking inside and a clean-up fee may apply for improper disposal of cigarettes etc.

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Repairs and Service Calls:

MD Property Management, Inc cannot guarantee against mechanical failure of AC, hot tubs, TV's, satellite receivers, DVD players, Wi-Fi modems, or other appliances. Please immediately report any equipment that is not operating properly to our office. MD Property Management, Inc will make every effort to resolve the problem as quickly as possible. All maintenance repairs must be reported to Insight Hospitality Management between 8 a.m. and 8 p.m. For after-hours emergencies, please call the after-hours number listed on the check-in sheet. Guest(s) understand and agree that Insight Hospitality Management and/or its repair people may need access to the property for the purpose of making the repair.

Left Items:

MD Property Management, Inc is not responsible for any items left in the home after departure. Please notify us of any left item and we will make every attempt to locate it and return it to you.

Specials:

Specials and discounts are occasionally offered on our website and/or through our social media channels. Specials are subject to change without notice. Guests must mention the special at the time of booking for it to be valid. No discounts or special offers can be added after the transaction has taken place.

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Right of Entry:

It is not our desire to disturb guests during their stay. However, situations may occur that require entry to the property. MD Property Management, Inc reserves the right to enter the property at any time to investigate disturbances, check occupancy, check damages, or make repairs, alterations, or improvements, as we deem necessary.

Acceptance of Terms and Conditions:

By making a Reservation you are entering into a legal rental contract with the local MD Property Management, Inc operator, and therefore agree to and are bound by our Rental Terms and Conditions. These Rental Terms and Conditions shall be binding to all Guests occupying the premises, whether or not such Guests have agreed to these Rental Terms and Conditions.

Items Left Behind:

If any personal items have been left by the Guest, it is the responsibility of the Guest to pay a \$13.00 service fee and all costs from the packaging and shipping of those items should the Guest request the items be returned to them. We do not accept responsibility for any loss or damages to items that may occur during the transportation or shipping process.

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Accidental Damage Protection Plan:

We do require an Accidental Damage Protection Plan in addition to the rental rate for each Reservation. The fee for this plan may vary by property and location. The Accidental Damage Protection Plan is designed to cover unintentional damages to the rental properties' interior that occur during your stay, provided they are disclosed to MD Property Management, Inc within 24 hours and prior to check-out. The plan will pay a maximum benefit of \$500.00. Any damages that exceed \$500.00 or are not covered under the plan, will be charged to the payment method on file. If during your stay at one of our rental properties, an Authorized Guest causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Accidental Damage Protection plan will cover the cost of repair or replacement of such property up to a maximum benefit of \$500.00. Intentional damage, theft or gross negligence is not covered and will result in additional charges to the Guest and possible legal action. The Accidental Damage Protection Plan is provided by and administrated by MD Property Management, Inc and is not an insurance policy.

Complaints:

In the unlikely event of a problem arising during your stay in one of our vacation rentals, you should contact us immediately and we will seek to resolve the matter within a reasonable period of time. If the problem has not been reported to us within 24 hours of the problem arising, we cannot accept responsibility. Only notice and communications via email are considered proper. 30-day notice is required before taking any chargeback, litigation, or formal or public complaint actions. The prevailing party shall be entitled to reasonable attorneys' fees from the non-prevailing party including but not limited to defending chargeback demands, public or formal complaints, and litigation arising out of this agreement or otherwise.

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Liability:

All properties are privately owned and neither the owners nor we, the management company, accept any responsibility or liability whatsoever for but not limited to: personal injury, accidents, loss or damage to personal effects or vehicles during the stay or after departure, or alterations to the terms of this reservation caused by events beyond our control; this includes but is not limited to: war, civil commotion, flight delays or cancellations, adverse weather conditions, fire or flood. Guests should exercise caution when using stairs, elevators, showers, bathrooms, kitchens, appliances and walkways. MD Property Management, Inc accepts no responsibility for any personal loss, injury or illness, and shall not be held liable for the personal safety of the Guest. MD Property Management, Inc does not accept liability for equipment failure and/or services in the Property. In the event of failure of equipment, the Guest must notify MD Property Management, Inc within 24 hours, so that MD Property Management, Inc may elect to rectify the failure. MD Property Management, Inc does not accept liability for lost or stolen personal property of the Guest within the Property during the rental period. In the event that property of the Guest is lost or stolen, the Guest should advise the appropriate authority first, and then contact MD Property Management, Inc to report the lost or stolen items. The Guest must ensure that children are supervised at all times. It is the policy of MD Property Management, Inc that all children under the age of 18 years old are not left in the rental home un-supervised at any time during the rental period. Games, toys, baby furniture/equipment, strollers and cribs are all used at the Guests' own risk.

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Liability:

We cannot accept any liability for the failure of public supplies such as water, electricity, BBQ, gas or telephone, TV or internet supplies. Nor for the consequences of the actions or omissions of persons who may supply or control main services, or any action taken in the vicinity of the property reserved, by any authority or persons over which we have no control. We cannot accept any liability for the air conditioning system, the pool heater or any household appliance breaking down. We will do our best to rectify any problem as soon as reasonably possible. The use of the BBQs is at the Guests' own risk and MD Property Management, Inc cannot accept any responsibility for injury of any kind that may arise from the use of BBQ's. The Guest takes full responsibility for the connection of gas bottles. Guests should also remember to keep children away BBQ's, whether in use or not. We reserve the right to enter the premises at any time for whatever reason without prior notification. This includes authorized workers such as maintenance crew, gardeners, pest control contractors, etc. We accept no liability for any loss or damages that may result from the legal and reasonable exercising of such rights.

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Third-party disclosure:

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect our or others' rights, property or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses. Third-party links Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users. We have not enabled Google AdSense on our site but we may do so in the future.

<https://support.google.com/adwordspolicy/answer/1316548?hl=en>