



Destin Dreamers
C e l e b r a t i n g L i f e

Payment Schedule, Security Deposit, and Cancellation Policies

This document explains Destin Dreamers' cancellation policies and payment schedules for direct bookings and HomeAway reservations. For Airbnb reservations, please consult Airbnb's cancellation and payment policies.

This document discusses policies regarding reservations made through HomeAway. HomeAway includes VRBO as well as all HomeAway and VRBO managed booking channels. HomeAway is the owner of VRBO as well as many other booking channels. All of those channels are referred to as HomeAway in this document.



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Payment Schedule and Security Deposit

Direct Booking Payment Schedule

\$300 will secure the reservation and be charged upon confirmation of the reservation.

32 days before check-in 50% of the reservation total, minus the original \$300 applied to the reservation, will be charged to the guest's card.

7 days before check-in, the remainder of the reservation total will be charged plus an additional \$100 for the security deposit.

- For last minute reservations (booked within 30 days of check-in), half of the payment will be due up front)

HomeAway Payment Schedule

HomeAway will charge their fees up front and then hand off the card information to Destin Dreamers through a secure means of transmission. HomeAway Fees do not include the \$100 security deposit. The total price that HomeAway quoted as the full price of the reservation does not include the \$100 security deposit.

The total charged to the guest's card(s) will be \$100 more than the total quoted by HomeAway, Destin Dreamers will charge the extra \$100.

Destin Dreamers will charge \$300 at confirmation.

Then, 32 days before check-in, 50% of the reservation's total cost minus HomeAway fees will be charged.

7 days before check-in, 100% will be charged minus HomeAway fees plus the \$100 security deposit.

The customer will receive email communications from Destin Dreamers after confirmation to the email address on file with HomeAway.

HomeAway last minute reservations (booked within 30 days of check-in), will be charged 50% up front unless a different plan is agreed to with Destin Dreamers staff.



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Security Deposit

A \$100 security deposit will be added to the reservation when the final payment is made. The security deposit will be refunded so long as the security deposit is not needed to cover the cancellation fee in which case the security deposit will be held.

Please see the above HomeAway section regarding payment schedules for additional comments on HomeAway reservations and security deposits.



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Cancellation Fee

Direct Booking:

The cancellation fee will be 3.25% of the total amount paid towards the reservation OR \$50 - whichever is higher. The reason is that Destin Dreamers pays a 2.9 - 3.25% credit card fee and it takes at least an hour of labor to process a cancellation.

HomeAway:

The cancellation fee will be 3.25% of the total amount paid minus HomeAway fees towards the reservation OR \$50 - whichever is higher. The reason is that Destin Dreamers pays a 2.9 - 3.25% credit card fee and it takes at least an hour of labor to process a cancellation.



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Cancellation Policies

Channel Bookings:

If the guest books the property on a listing channel such as Airbnb, Home Away, VRBO, TripAdvisor, Expedia, etc. then the payment and cancellation policy for the property on that channel applies.

Direct Bookings:

A direct booking is any booking that is made with Destin Dreamers' by phone or through Destin Dreamers' website which may occur through a booking channel that does not process money.

There are two cancellation policies for direct bookings, peak season and non-peak season.

It is highly recommended that guests procure trip insurance (most major credit cards provide it if booked with their card. Please check with your credit card carrier for further details) to cover natural disasters and sickness, Destin Dreamers will not be processing refunds for such events that are covered by trip insurance.

Peak Season Cancellation Policy (May 15 through second week of August):

If cancellation from guest occurs within 7 days of check-in date:

No refund, full booking amount (including cleaning fee) forfeited by customer. Security deposit will be returned. No additional cancellation fee charged.

If cancellation from guest occurs within 8 – 45 days of check-in date:

50% refund of reservation cost, cancellation fee not charged.

If cancellation from guest occurs outside of 46 days of check-in date:

Full refund minus cancellation fee.

If cancellation occurs from Destin Dreamers initiating the cancellation:

Full refund.



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Non-Peak Season Cancellation Policy (third week of August to mid-May)

If cancellation from guest occurs within 7 days of check-in date:

50% refund issued of full reservation cost, no cancellation fee charged.

If cancellation from guest occurs between 7 - 14 days of check-in date:

75% of reservation cost refunded. Cancellation fee will be charged in addition to 25% that Destin Dreamers keeps.

If cancellation from guest occurs 15 Days or more from check-in date:

Full refund minus cancellation fee.

If cancellation occurs from Destin Dreamers initiating the cancellation:

Full refund.

All Seasons:

If there is an event that requires a mandatory evacuation by any Federal, State, or Local authorities, the cancellation policies afore mentioned still apply. We recommend guests procure travel insurance during Hurricane season in particular. Most major credit cards provide travel insurance if the trip is paid for with the card, please consult your credit card provider for details. In the event of a crises such as COVID-19 that is not covered by trip insurance policies, new cancellation policies will be adopted.



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COVID-19 Cancellation Policy

If there are any travel restrictions preventing you from travelling, if there are any beach closures (this does not include limited beach hours), then Destin Dreamers will issue a full refund with the following provisions.

If your reservation was booked before March 15th 2020:

- You will be asked to pay a \$50 cancellation fee, we are making it optional for guests who booked before the pandemic became a travel issue. If you choose to pay it, your name will go onto a list and if you book in the future, a thank you special will be given. Please remind us you paid the cancellation fee and we will verify it and give the thank you special.

If your reservation was booked after March 15th 2020:

- You will be required to pay the full cancellation fee if you cancel.

If you booked through Airbnb or HomeAway/VRBO then what they refund cannot be determined by Destin Dreamers; though whatever they ask us to refund will be based on this policy.