

# Northend Tybee Properties, LLC

## Rental & Reservation Agreement & Policies

Welcome and thank you for choosing Northend Tybee Properties for your stay. All of our properties are owner operated. It is our pleasure to offer them to you for your comfort, pleasure, and relaxation while you are here. In return, we ask that you treat them with care and respect.

This rental agreement is a legally binding agreement between the Guest, Northend Tybee Properties, and the property owner. Your reservation and the signed rental agreement bind you to the specific property you reserved for a specific period of time.

**Please be sure to read & initial by each policy on pages 1-4, sign, & completely fill in ALL sections of page 5 to acknowledge you have read & understand all policies. This must be completed by the person staying on the property & returned to us immediately with a valid photo ID\*\***

### Reservations Policies:

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**Payments:** All reservations made within 14 days of the arrival date require full payment at the time the reservation is made. If reservations are made more than 14 days prior to arrival, at least 50% of the total rental balance is due at the time the reservation is made. Final payment is due 14 days prior to your arrival date. You will receive a reminder email to pay your invoice and you must follow instructions on the email to make the final payment. **This agreement and a copy of your photo ID must also be received within 72 hours of making the reservation or you will be at risk of losing your reservation.** If you need to mail it in, you must notify the owner or property manager first. We will not send check-in information or lockbox codes until all information and payment is received. Once received, we will email you directions, check-in procedures, etc. We accept cash, checks, cashier checks, Traveler's checks, money orders, Visa, MasterCard, Discover & Amex.

**Checks:** No checks of any kind will be accepted at check-in. Payment by check must be made and received at least 2 weeks before your arrival date. Any returned personal checks will be charged a \$35.00 fee and the complete rental balance will be charged to the card on file. Please make checks payable to: Northend Tybee Properties.

**Cash:** We must still have a valid credit card on file and the damage deposit will also be placed and refunded to this card if there are no damages from your stay. If you are a no show or cancel outside of the cancellation policy, you are agreeing to charge the card on file at the quoted credit card price.

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**Damage deposit:** The renter is required to pay a damage deposit of \$100.00 for each 1-bedroom efficiency & \$200.00 for each 2-bedroom houses or apartment. The deposit is refundable within 7-10 business days after your departure and the unit has been inspected for damages. If your reservation is through Vrbo/HomeAway, you are required to pay the non-refundable damage protection fee. The card listed on file must match the name & ID of the person renting the unit. Any damages, theft, lost or missing items, gross negligence, stained linens, pets, smoke, etc. over the cost of the deposit amount will be charged accordingly to the credit card on file. Normal wear and tear is expected and there will be no charge for that. We will notify you in writing or by email

of any excessive damages or costs exceeding your deposit. **\*\*Guests are responsible for inspecting and reporting any damages upon arrival or occurrence.\*\***

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**Age Requirements:** Northend Tybee Properties happily rents to families or responsible adults over the age of 25. The person making the reservation **MUST** be staying on the property during the rental dates and **is responsible for ALL guests in your party**. If reservations are made under false pretenses, the guest will be asked to leave immediately with no refund. (Also, see the “No-Group” policy below.)

**\*\*Vrbo/HomeAway & FlipKey guests must also provide proper identification for age verification & security purposes to avoid cancellation.\*\***

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**Max Occupancy:** Max occupancy numbers are set and published for each unit. Occupancy is monitored by outdoor perimeter cameras at all properties. All guests staying must be listed on the rental agreement at the time of the reservation. Any unauthorized or over occupancy guests staying in a unit without prior approval will result in a charge of \$50.00 per person, per night and/or the whole group could be asked to leave immediately without a refund. All one bedrooms & Surfside Shipwatch have a MAX occupancy of 4 persons, with the exclusion of Surfside Tiki which is a max of 2. Pa’s Place has a max occupancy of 6. (Rates are based on 2 guests in each 1 bedroom & based on 4 guests in Shipwatch & Pa’s Place. Over this is an additional charge.)

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**Parking:** On-site parking is limited to each unit and strictly enforced. Our 1-bedroom units, except for Surfside Beacon, have parking for 1 vehicle only. Surfside Beacon, Shipwatch and Pa’s Place has space for 2 vehicles. Additional parking may be available but must be approved prior to your arrival. Any visitors or additional vehicles may have to park off premises. Unauthorized vehicles not listed on the rental agreement will be towed immediately at the owner’s expense. Locally rented golf carts have free parking stickers and must park on the street if we do not have extra space available on site. We must be notified and the golf cart number must be submitted to us if you will be parking the golf cart in the provided parking space.

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**Housekeeping & Linens:** Northend Tybee Properties provides you with your basic bed and bath linens in each unit. There will be sheets, pillows & a blanket for each bed (including if there is a sleeper sofa). Each 1-bedroom unit will have 6 bath towels, 4 wash cloths, 2 hand towels & a bath rug. The 2 bedrooms will have double the amount. Should you require extra linens or towels, you should plan to bring them. If you are staying longer than a week, we will gladly swap out your linens for no additional charge. Beach towels are not provided, and our towels and linens are not permitted to leave the unit! We also do not provide daily housekeeping. We will not come in to clean until after your departure. The renter is responsible for maintaining reasonable cleanliness during your stay. An excessive cleaning fee of \$50.00 will be charged if the unit is not left in a reasonable manner.

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**Cancellations:** Cancellations must be made 30 days before reservation date to receive a full refund, less our \$25.00 processing fee. If cancelling less than 30 days before the reservation date, if we can rent your unit for the same dates, all will be refunded except our \$25.00 processing fee. No refunds on last minute cancellations.

Refunds will not be given due to inclement weather. ONLY, if Tybee Island is under a “Mandatory Evacuation”, will you be allowed a refund for the days lost during your stay. If you choose to leave due a “Storm Warning” or a “Voluntary Evacuation,” no refunds will be given. We reserve the right to cancel any reservation with no refunds at any time should any or all policies not be accepted and followed by all guests.

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**Smoking:** ALL of our units are NO smoking allowed! If there is evidence that smoking or vaping has occurred inside the rental, you will be charged an additional cleaning and ionization fee. Fee ranges from \$100.00-\$300.00 depending on each unit rented. You may smoke outside or on decks and porches. All cigarette butts must be put out completely in designated containers. Please do not leave the doors or windows open for smoke to travel through the units. We also recommend you smoke away from the AC units. You are responsible if the odor travels inside. If you or any guests are seen going inside while smoking/vaping, you may be evicted immediately.

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**Pets:** Absolutely NO pets allowed! Any signs of unauthorized pets (hair, food, etc), you will be charged an additional cleaning for this. Fee ranges from \$100.00-\$300.00 depending on which unit you are renting. You will also be evicted immediately with no refund.

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**No-Group Policy:** Northend Tybee Properties happily rents to families and responsible adults who are at least 25 years or older. We also have a “No-Group” policy which includes prom, graduation, wedding receptions, spring break, school events, family reunions, etc. It is at our discretion to rent to groups, but it must be approved at the time of the reservation and an additional deposit may be required. Absolutely, no house parties, events, kegs, or receptions allowed. Small reunions may be permitted on occasions, but it must be authorized by the owners prior to your arrival. Visitors are allowed for a short time but not in large groups. Due to our limited parking, visitors must park off premises unless your room has an addition space for them, and owners must be notified beforehand. Failure to comply by these policies will result in an immediate eviction with no refund.

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**Noise Curfew:** There is a 10pm noise curfew in all residential areas and all guests are expected to always comply and be respectful of the other guests and neighbors. You can be fined for excessive noise, and you will be responsible to pay all fines and/or asked to leave with no refund.

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**Fireworks:** Fireworks are **STRICTLY PROHIBITED** from all rentals, properties & streets where the property is located year-round, including all holidays. Any violation of this policy will result in an immediate eviction of your whole party with no refunds.

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**Indemnification:** Guests agree to indemnify and save individual owners, Northend Tybee Properties, LLC and its employees free from any liabilities, or any damages or loss whatsoever caused or related to the rental of the property, including but not limited to, any claim or liability of personal injury or death resulting during the Guest’s rental term. Guests further agrees to indemnify the owners, Northend Tybee Properties and employees for any damages to or loss from the rental house, grounds, furnishings, appliances, household items and any other of the owner’s property resulting during the Guest’s rental term, normal wear & tear excluded. Neither the owner nor employees are responsible for any of the Guest’s or other occupants’ valuables, cash or other property during the rental term or thereafter left at the rental property.

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**Right of Service:** Northend Tybee Properties reserves the right to refuse service to anyone. All rental properties are leased without regard to race, color, religion, sex, national origin, handicap or sexual orientation.

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**Personal Items:** Owners and employees of Northend Tybee Properties cannot be held responsible for items left behind, lost, or stolen. We will hold items found for up to 48 hours for

you to plan to have them sent back to you. You will be responsible for any shipping fees. Anything not claimed will be donated or trashed. Firearms cannot be mailed. If they are left behind, you must return to pick them up yourself or they will be turned over to local authorities.

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**Identifications & Pricing:** While we make every effort possible to give the best description of the properties. Northend Tybee Properties cannot be held responsible for descriptions, photos or errors in printing. Prices are subject to change.

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**Check-in & Check-out Times:** Check-in time is 4pm. During the peak season (March-October), there will be no guarantee of an early check-in. In our off-season (November-February), you may be able to have an early check-in, but you must call before 9pm EST the night before arrival to confirm. Check-out time is **before 10am**. During our peak season (March-October), late check-outs will not be allowed. Failure to check-out on time, without prior approval, will result in additional fees of \$50.00/hr. In our off-season (November-February), we will occasionally allow a late check-out if the unit is not rented that day. Advance notice is required and possibly an extra charge.

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**Bugs!** While we do our best to keep them at bay, they are native in Coastal Georgia and cannot always be avoided, especially during the Summer (warmer) months! Cockroaches/Palmetto Bugs, mosquitos, gnats & noseums do all fly and will come inside any chance they get. It is best to try to close windows and doors quickly to avoid them the best you can. We do have our properties cleaned & sprayed regularly but sight of an occasional roach, ants, geckos, or other lizards are still possible! This does not mean our properties are unclean or poorly maintained.

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**Electronic Signatures:** Guests must understand and agree that they have the right to execute this Agreement through paper or through electronic signature technology, which is in compliance with Georgia and Federal law governing electronic signatures. The guest agrees that to the extent they sign electronically, their electronic signature is the legally binding equivalent to their handwritten signature. Whenever you execute an electronic signature, it has the same validity, enforceability, admissibility and meaning as your handwritten signature for the purpose

Please **SIGN** on the first line below. Fill in **ALL** information and return to us immediately with a copy of a valid photo ID for age verification and security purposes. Our contact information is listed below. This must be signed by the person making the reservation & person making the reservation must be present on the property during the complete dates of reservation also. If you are renting for someone else and not staying on the property, this must be approved by the owners first & you must also fill this form out and state that you are financially responsible for any damages to the property.

I, \_\_\_\_\_, hereby accept the above agreement. I fully understand that this agreement binds me and others with me to comply with all terms and conditions of this agreement.

Date signed: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Property ID#/Unit Name: \_\_\_\_\_

Check-In Date: \_\_\_\_\_ Checkout Date: \_\_\_\_\_

Full Mailing Address: \_\_\_\_\_

Email address: \_\_\_\_\_

Mobile phone: (1) \_\_\_\_\_ (2) \_\_\_\_\_

Approximate Arrival Time: \_\_\_\_\_

TOTAL # in group: \_\_\_\_\_ Adults (over 21) \_\_\_\_\_ Between 13-21 \_\_\_\_\_ Children: \_\_\_\_\_

Please list name & ages of **ALL** people in your group (including yourself):

(1) \_\_\_\_\_ Age: \_\_\_\_\_ (5) \_\_\_\_\_ Age: \_\_\_\_\_

(2) \_\_\_\_\_ Age: \_\_\_\_\_ (6) \_\_\_\_\_ Age: \_\_\_\_\_

(3) \_\_\_\_\_ Age: \_\_\_\_\_ (7) \_\_\_\_\_ Age: \_\_\_\_\_

(4) \_\_\_\_\_ Age: \_\_\_\_\_ (8) \_\_\_\_\_ Age: \_\_\_\_\_

Year, Make & Model, Color & Tag Number of Vehicles:

(1) \_\_\_\_\_

(2) \_\_\_\_\_

Please list valid credit card information below for payment or in case of any damages/returned Checks:

Credit card type: Visa  MasterCard  Discover  Amex  Credit  Debit

Name on card: \_\_\_\_\_ Card#: \_\_\_\_\_

Expiration: \_\_\_\_\_ CVV(3 digits on back of card): \_\_\_\_\_ Zip code: \_\_\_\_\_

### Northend Tybee Properties Contact Information:

Mailing address: PO Box 487, Tybee Island, GA 31328

Phone: (912) 657-0403 Fax: (888) 259-5253

Email: [NorthEndTybProp@gmail.com](mailto:NorthEndTybProp@gmail.com)

Website: [www.surfsidetybee.com](http://www.surfsidetybee.com)

## Northend Tybee Properties – Directions & Check-in/out info

Please keep this page for your records.

**Check-in:** 4:00 pm

**Check-out:** 10:00 am

**Property Address:** 9 2nd Ave, Tybee Island, GA 31328

There are 7 different rentals at this address so please make note of the name of the rental you reserved below. Each rentals' name is on or next to each door!

**Rental Name:** \_\_\_\_\_ **Lockbox Code:** \_\_\_\_\_

### Check-in:

Please call Pat at (912) 657-0403 (or text Julie at (912) 217-4705) 30 minutes prior to your arrival to make sure the room is ready. We do not have an onsite office. Do **NOT** enter the room unless you have been given permission to do so. You may not use the refrigerators or bathrooms until housekeeping is completed so, please plan accordingly!

### Directions for Surfside Apartments:

Once you get on Tybee, you will go through 2 stoplights. After the 2nd stoplight is 2nd Ave (you will see the Sugar Shack restaurant at the corner of the Rd). Turn left on 2nd Ave and we are the 2<sup>nd</sup> building on your left. Your designated parking space is in front of your rental and marked with the name & number of your rental on a yellow pole. Please pull all the way up to the pole so you don't block other parking spaces. If you are renting the Beacon or Shipwatch, please leave enough room for the picnic tables to be used.

### Directions for Pa's Place:

Once you get on Tybee, you will go to the 2<sup>nd</sup> stoplight and take a left on Jones Ave. Pa's Place is the 2<sup>nd</sup> house on the right. Parking is in front of the house or in front of the fence. Please do not pull on the rocks!

### Lockbox instructions:

The key is in the lockbox by the door. Insert code, pull the top button down to open & close. Slide the bottom, middle button down if you mess up to clear the code and then you can start over. Please be sure to immediately replace this key in case you get locked out! There is another key for daily use on the table/counter. (Lockbox code will be sent to you on VRBO messages or by email if booking directly through us. Please fill it in above so you have it for your arrival.)

### Checkout:

Please text/call no later than 10am so we can notify the housekeepers that you are gone. If you are leaving before 9am, please send us a message the night before. Please take out all trash and empty refrigerator of any opened items. Wash all dishes. You may leave them in the dish rack to dry. Leave sheets on the beds, except for the sleeper sofas, please remove sheets before folding up the bed. Place dirty towels in the laundry baskets. Please leave ACs on in the hot months (March- October) & unplug space heaters anytime you leave in winter. Be sure to leave the chain latches off all doors before checking out, replace the key in the lockbox, and leave the extra key on the table/counter. Turn off all lights and lock the doors behind you. Have a safe trip back & come back to see us again soon!

**\*\*Please be advised that during our peak season (March 1st through October 15th), we can NOT guarantee an early check-in or late checkouts! While we do our best to get all guests in before 4pm, it is not a guarantee... especially in our peak season!!!**