

BR Guest Properties

HOUSE GUEST AGREEMENT

- 1. Property:** Your home away from home is located at: Pompano Beach Drive, Kissimmee, Florida 34746 – Terra Verde Resort Community. Exact address will be given upon final payment.
- 2. Primary Guest/Guest Verification:** The guest who secured the reservation is known as Primary Guest and must be present at the home during the reservation period. Gate pass will be in Primary Guest's name only. Primary guest agrees to provide a legible copy of their current driver license or government issued ID.
- 3. Maximum Occupancy:** The maximum number of guests is limited to 8 persons. Primary guest agrees to complete the Guest Registration Form as soon as possible. Only guests listed on the Guest Registration prior to check in shall reside in the home and use any of the resort amenities.
- 4. Reservation Period:** This property requires a 3-night minimum stay, unless indicated and agreed to by both owner and guest. Upon payment being received, your reservation dates are _____ to _____. Total amount due \$_____. Extensions may be added if available, additional costs will apply. A 50% deposit (_____) is due to reserve the home with the balance due 30 days prior to check-in (____). If your reservation date is within 30 days of your check in date 100% payment is due. Check in time is 4pm on the day of your scheduled arrival Check Out time is 10am on the day of your scheduled departure.
- 5. Cancellation Policy:** If Guest wishes to cancel his/her reservation, the reservation fee will be refunded as follows:
 - 100% if canceled 30 days prior to the original Check-in Date less any payment processing or platform fees.
 - 50% REFUND will be given if canceled 14-30 days prior to the original Check-in Date.
 - NO REFUND will be given for cancellations less than 14 days prior to the original Check-in Date. The owner at their sole discretion may accommodate date changes, additional fees may apply, based on availability. Cancellation policy only applies to original reservation/check-in dates.
- 6. Insurance:** We are unable to give refunds for any reason outside of our above stated cancellation policy. We recommend all "Primary Booking Guests" to purchase travel insurance. Please visit our Travel Insurance Partner here or any other insurance provider you feel comfortable with.
- 7. Departing Early:** No refunds will be given for guests who leave prior to their check out date.
- 8. Payment:** Acceptable payment method is Zelle or PayPal.
- 9. Maintenance Access/Emergency Access:** Guest shall allow Owner, Property Manager, Maintenance personnel access to the property for purposes of necessary repair and inspection with proper notice to the guest. Owner/Property Manager/Maintenance may enter the home without notice if an emergency in the home arises.

10. Spa: The property has a hot tub located thereon. The guests will use the hot tub at the guest's own risk. The landlord will not be held responsible for the injuries sustained by the guest and/or the guest's occupants or guests when using the hot tub, and the guest will indemnify the landlord for any actions resulting from injuries to guest and/or guest's occupants or guests. The guest understands and agrees to allow the landlord access at regular times to maintain the hot tub equipment. The guest agrees to refrain from attempting to make any repairs or adjustments to the hot tub equipment, any controls, temperatures or to any of the electrical wiring for the hot tub equipment.

The guest is asked to immediately notify the landlord of any repair that the hot tub may require. The guest is responsible for the full cost that may be due for repair and/or replacement of the hot tub that is required as a result of negligence by the guest or the guest's occupants or guests. The guest must operate the hot tub in a safe, responsible manner. The guest understands that the hot tub is strictly an amenity and that the use of this amenity is not guaranteed under the terms of the lease. Any interruption or nonavailability of the use of the hot tub will not violate any terms of the lease.

No Chewed Gum - GUM FINES -If chewed gum is found left anywhere in the home on counters, furniture, linens, pool enclosure, screen, patio, bottom of the pool etc you will be charged minimum of \$100 or more depending on the damage. Dried gum removes the finish off of anything it is sitting on for a period of time, including paint, varnish, deck paint and hot tub sealant.

11. Use and Maintenance of Property: Guest shall maintain the premises, all furnishings in a clean and habitable condition and shall notify the Owner or Property Manager of any needed repairs. Guest is liable for damage which results from his or her unintentional, intentional, or negligent conduct. Furnishings and appliances may not be moved, removed, or turned off. Additional appliances are prohibited from being brought on to the property unless the owner is notified and both parties agree in writing. All guests agree to keep noise at an appropriate level.
12. Smoking: Guests shall refrain from smoking inside the Holiday Haven home, evidence of smoking inside the home will result in a minimum \$500 fee. Please use appropriate disposal receptacles if smoking on the patios/yard and on resort community property. Abide by all signs in the community. Cigarette/Cigar butts on the patios and in the yard will result in an additional fee.
13. Parking: Maximum of 2 vehicles are to be parked on the driveway or in designated parking spots. Do not park on the grass. Any illegally parked cars are subject to towing; applicable fines/towing fees are the sole responsibility of the vehicle owner. RV's, Motor Homes, Trailers etc. are not permitted to be parked anywhere in the resort community.
14. Pets: Pets other than service animals are not allowed at Holiday Haven. This includes "comfort," "therapy," or "emotional support animals" which do not meet the definition of a service animal. If pets other than a service animal are brought into Holiday Haven, the guest will be removed from the property immediately, no refund will be given, and an additional fee of \$500 will be charged for a deep cleaning, sanitizing & shampooing of carpeting.
15. Garbage: garbage must be bagged & placed inside the bench located at the entrance to the villa. Excess must be placed inside the dumpsters.
16. P20 Sunscreen: The name brand sunscreen/sun cream "P20 sun cream" usually sold in Europe is prohibited from being used at Holiday Haven. The chemical in this product reacts with the detergents and pool chemicals causing stains on chairs, clothes, linens and more. The stains are distinctive. If P20 is used at Holiday Haven and damage is found Guest will be charged the replacement cost of all items damaged.

- 17. Washer and Dryer: Guest agrees to provide and use detergents specifically designed for "High Efficiency", "HE" clothes washing machines. Using detergent other than "HE" will damage the machine and leave residue on your clothing.
- 18. Grilling Instructions: DUE TO RISK OF FIRE THESE RULES MUST BE FOLLOWED
 - 1. Only persons 21 years or older may operate the gas grill.
 - 2. Please ensure the grill is level and a minimum of 7 ft. from house, patio screens or any furniture prior to use.
 - 3. Lighter fluid or any other accelerants are not to be used on a gas grill or to be stored at Holiday Haven.
 - 4. Clean the grate and grill after each use.
 - 5. Allow the grill to cool before placing the cover back on the grill, always leave covered when not in use.
- 19. Easy Check-Out Procedures: Usually we have guests checking in just a few short hours after your departure, we appreciate your help by following the easy and quick procedures:
 - Load and start the dishwasher (anything that doesn't fit, please leave in the sink)
 - If the pack and play is used, please leave it out for housekeeping to wipe down and wash the sheets.
 - Start a load of towels in the washing machine (please wash everything on cold)
 - Please empty the fridge and pantry, leaving unopened items is fine
 - Take any trash and recycle to the outside bins.
 Return the home the way you found it! If the home is found in an unsatisfactory condition, a \$250 excess cleaning fee will be charged.
- 20. Social Media: Any photos of Holiday Haven, it's surroundings and/or within Terra Verde Resort, posted on social media or any other online venue may be used by Holiday Haven. Personal photos with faces will not be used unless Owners receive written permission from guest.
- 21. Gated Resort/HOA: Terra Verde is a guarded, gated resort community. Prior to your arrival you will be given instructions regarding entrance. All guests are responsible for following Terra Verde Resort community rules and policies.
- 22. Fireworks: are prohibited in Terra Verde Resort, fines will be imposed and will be the sole responsibility of the primary guest.
- 23. Liability: Guest agrees to indemnify and hold Homeowner and Property Manager harmless from any liability for personal injury, property damage, or loss or theft of personal property sustained by Guest or parties invited onto the property by Guest. The parties agree to the terms of this Guest/Short-Term Rental Agreement, as evidenced by the signatures set forth below.

<p>Owners: Vicki & Anthony Lopez</p> <p>Vicki phone/Text: 1-516-244-5792</p> <p>Anthony Phone/Text: 1-347-753-7463</p> <p>Property Manager: 1-407-497-4835</p> <p>Important Note: Vicki and Anthony are available if you need to contact us via phone or email. However, our Property Manager House Proud is local and available to address any needs you may have during your stay.</p> <p>CALL 911 IN ANY EMERGENCY PRIOR TO CALLING OWNERS OR MANAGER!</p>	<p>Primary Responsible Guest:</p> <p>Name (print): _____</p> <p>Address: _____</p> <p>_____</p> <p>_____</p> <p>Phone# (during stay): _____</p> <p>Email address: _____</p> <p>Primary Guest Signature: _____</p> <p style="text-align: right;">Date: _____</p>
---	--