

## **DURKIN COTTAGE REALTY**

### **Summer Reservation Policy**

- **Upon reservation, a deposit of half of the total reservation amount in addition to a \$50.00 non-refundable reservation fee is due. Each reservation will require a non-refundable cleaning fee, and a refundable security deposit. Depending on the time of season the reservation is made, will determine processing of funds/credit card. All balances are to be paid in full 60 days prior to arrival.**
- **ALL RESERVATION CONFIRMATIONS CONTAIN THE FOLLOWING:**
  - Total Rental Rate
  - Reservation Fee of \$50.00(non-refundable)
  - Departure Cleaning Fee\*\*(\$60-\$500) (non-refundable)
  - Security Deposit (\$100-\$1000) (refundable). The security deposits are returned by mail and mailed within 20 days following checkout.
- **METHOD OF PAYMENT:** All rates quoted by Durkin Cottage Realty are amounts payable by cash, check, money order, or credit card in U.S. funds. Durkin Cottage Realty accepts MasterCard, Visa, Discover and American Express credit cards. All non-U.S. Bank Drafts and checks are subject to collection and processing fees. To avoid excessive bank fees, we require obtaining drafts on U.S. banks.  
**CREDIT CARD USERS:** We will retain your credit card information thru this rental period. If we are NOT told differently or if other payment has been made your balance will be automatically applied to the last credit card used on the date when your balance is due.
- **AMENITIES:** Pillows, Mattress Pads and Comforters are provided. Tenants need to bring their own linens and towels. Check your confirmation to see if these are provided. Tenants shall furnish detergents, paper products, trash bags, toiletries, and food items. If property amenities are listed on the contract, no guarantees are made to accuracy. If any appliance, heating or cooling unit, jetted tub, hot tub, television, DVD or VCR does not work, Durkin Cottage Realty will attempt to have it repaired/replaced as soon as possible. The tenant shall not be entitled to any refund for an inoperative appliance or amenity. Durkin Cottage Realty, does not guarantee any recreational equipment provided by the owner.
- **REFUNDS:** No refunds will be made due to unfavorable weather, maintenance problems, and inoperable appliances or faulty equipment, disruption of utility services or early departure due to an emergency.
- **PROVIDED EQUIPMENT:** All properties are equipped with refrigerators and stoves. Properties are furnished with dishes, glasses, eating and cooking utensils, coffee pot, toaster, television. Each property is privately owned and furnished to reflect the taste of the owner. Durkin Cottage Realty cannot be responsible for statistical or typographical errors or changes equipment or furnishings made by the owner.
- **KEY PICK UP AND DROP OFF:** keys and directions to your rental are to be picked up at our office no earlier then 3:00pm on your scheduled arrival day. Keys will not be given to anyone under 25 years of age. Valid ID will be required. Please plan your key pickup accordingly.
- **AFTER HOURS ARRIVAL:** Please contact the office before 5PM of the check in day.
- **CHECK-IN TIME:** (3pm-5pm) Check-ins take place at the Durkin Cottage Realty Office on Rt.108 (815 Point Judith Rd), Narragansett, R.I. Sorry, early check-ins are NOT available. Please schedule arrivals accordingly. If a guest is to arrive

after 5pm, call for special instructions for picking up your keys. DCR cannot provide a late check in if tenants have a balance due. Guest(s) may be charged one additional day rental if property is occupied prior to 3pm. Keys are not released until 3p.m. on the day of arrival. Lost keys will be charged from security deposit.

- **CHECK-OUT TIME:** (10AM) Check-out and vacating the property on the day of departure is 10:00am. Guests will be charged one additional day rental if property is not vacated by Check-Out time. All property keys must be returned to our Route 108 (815 Point Judith Rd), Narragansett, R.I. office. There is a \$25 charge to principal party for lost, missing or keys not returned to DCR by 10:30a.m. on day of departure. Fees for non-returned keys will be charged to guest.
- **CHANGING/TRANSFERRING RESERVATION:** Any change or transfer of a confirmed reservation within the same property is subject to a \$75.00 Change/Transfer fee & property owner approval. Changes from one property to another are subject to our cancellation terms and conditions.
- **CANCELLATION POLICY:** Cancellation must be sent to us in writing/e-mail. If we are able to re-rent the property, all monies (other than non-refundable booking fee and a 3% credit card fee if payment was made with a credit card) will be returned minus 10%. Security and cleaning fees, will be returned if reservation is paid in full. If the rental is for 2 weeks and one week is cancelled, the entire two week period must be paid in full before we are able to re-rent the property. If reservation is not paid in full and/or we are unable to re-rent the property, no refunds will be returned.
- **PETS:** MOST PROPERTY OWNERS DO NOT ALLOW PETS due to owner preference or allergy concerns. If pets are allowed, there is a non-refundable pet fee of \$100/pet. No pets are allowed in or on premises without DCR pet agreement signed in advance of arrival. If pets are allowed, all pets must be kept on rental property. Guests must abide by all local pet regulations and leash laws. DCR reserves the right to charge guest's security deposit or bill guest for any pet related damage or clean up of pet debris upon departure. Guests (including visitors and day guests) who bring pets to non-pet properties will be subject to pet fees, additional cleaning fees and possible removal from the property without refund.
- **CLEANING & DEPARTURE REQUIREMENTS:** The rental property is to be left generally clean with bagged trash removed and stored in trash receptacles provided by the owner and taken to designated pick up areas. When a cleaning fee is required, you are responsible to leave the unit tidy and in order. You still need to pick up after your stay. There should be no visible items on floors, all floors are to be broom clean, all food items shall be removed from kitchen, fridge emptied and wiped out. All kitchen equipment and utensils are to be cleaned and stored. Clean dishes and put away, do not leave dishes in dishwasher. Grills need to be cleaned prior to checkout. Please walk around the property to be sure the yard is left clean. Any furniture or bedding should be in a neat and tidy order, and in the same place it was upon arrival.
- **TRASH REMOVAL:** Guests are responsible to place SEALED, BAGGED trash in containers for weekly trash removal. Trash must be sealed and bagged in plastic trash bags and left in designated area in supplied containers. Trash not sealed and placed in plastic bags or in designated areas will result in charges to guests. Individual property owners arrange for trash removal services. Excess trash must be left in the dumpster at the Durkin Cottage Realty office on Rt.108 (815 Point Judith Rd) to avoid extra trash removal charges.

- **SUBLETTING PROHIBITED:** Guest acknowledges that the rental property may not be sublet. Subleasing shall immediately void any agreement with no refund due to guest.
- **GUEST/OCCUPANCY:** We prefer family groups and qualified adults. Vacation properties are limited to the maximum occupancy as stated in the confirmation provided with these terms of occupancy. Overnight guests (8:00pm-8:00am) are limited to the maximum occupancy limits and includes all adults and children. If a guest plans to have DAY GUESTS, contact DCR prior to arrival.

**Revised 12/10/2009**