



Rental Terms and Conditions

The Guest(s) and Property Manager covenant and agree as follows:

Hours of Operation: Our office hours are six days a week 9:00am to 5:00pm (Eastern Standard Time). We are closed Thanksgiving Day and Christmas Day. The offices may be closed from time to time due to weather conditions, emergencies, holidays, etc. Please call in advance if you have specific concerns or questions. *All times are Eastern Standard Time.*

Check-In (4:00pm EST.): All efforts will be made to have your vacation home cleaned and ready by check-in time, but sometimes we cannot guarantee the exact time of the occupancy due to unforeseen circumstances. Housekeeping and maintenance personnel must provide services between occupancies for every property. During the Winter and Fall seasons only we can accommodate a limited number of early check-ins (2:00pm) for a \$50.00 fee. Request can be approved by phone, typically the week prior to check-in, and must be paid for in advance of arrival. The fee will apply whether or not you arrive by the designated time. In the event of an early check-in, the guest accepts that g3 Rental Group, LLC, or vendors working on behalf, may need to access the property to complete preparing the home for occupancy, including cleaning, pool & spa services, and maintenance.

Check-Out (10:00am EST.): Check-out time must be met to allow cleaning to be completed for the next guest(s). During the Winter and Fall seasons only we can accommodate a limited number of late check-outs (12:00pm) for a \$50.00 fee. Request can be approved by phone and must be paid for in advance of departure. Guest occupying the property beyond the checkout time without prior approval from g3 Rental Group, LLC will be charged an unapproved late check-out fee equivalent to one day's rent for each hour of occupancy beyond the checkout time. This provision shall not be construed to permit the Tenant to stay an additional night or stay beyond the check out time.

Key Pick-Up/Lost Key: Keys are to be picked up at our administrative office located at the corner of Highway 71 and Reid Avenue in Downtown Port St. Joe, Florida. The physical address is 420 Reid Avenue, Port St. Joe, Florida 32456. We appreciate you returning them to the office upon departure. In the event you lose your keys to the rental unit, a \$50 fee will be assessed to replace that lost/non-returned key.

Late Arrivals/Emergency Issues: Guest arriving after hours should call our office prior to arrival so that arrangements can be made to leave your keys and directions to the property in the outside key drop box. Only reservations paid in full and with executed lease on file will be able to take advantage of this service. In the event of an after-hours emergency please call (850) 227-3333. Please remember this number is for emergencies only and will be responded to as soon as possible. There will be a minimum charge of \$125.00 for after hours lock-out or non-emergency service.

Supplies: All properties are equipped with initial supplies of toilet paper, bath soap, and trash can liner. Tenants must furnish, food, cleaning supplies and personal items for the rental period. All linens are



provided by g3 Rental Group, LLC and are included in the reservations cost. Agent and owner can assume no responsibility for any articles left on the premises by the tenant.

Remember to bring:

Paper Towels	Toilet Paper	Garbage Bags	Laundry Detergent
Aluminum Foil	Plastic Wrap	Dishwashing Detergent	Napkins
Bath Soap	Shampoo	Medicines	Prescriptions
Sun Tan Lotion	Beach Towels	Sunglasses	Beach Chairs
Food	Condiments	Specialty Cooking Items	

Housekeeping: Your unit will be thoroughly cleaned before you arrival. If you are not satisfied with the conditions upon check-in, please contact our office immediately. If you are a late arrival, please notify us by the following morning. If you have not called within 24 hours of your arrival, we will assume you found your unit in an acceptable condition. During you stay maid service is available for a \$50 per hour fee with a minimum of two consecutive hours. Please give us a 48 hour advance notice if you are requesting this service. We would ask that you leave your property in the order that you found it; this includes but is not limited to, the placement of interior and exterior furniture. Please ensure that no dirty dishes are left in the sink, dishwasher, and are returned to the cabinets.

Linens: An initial linen supply (one set of towels including one bath towel, one hand towel, and one wash cloth per number of persons the property sleeps and one set of sheets per bed) will be provided. All beds will be made with the exception of sofas, futons, and trundles. Kitchen linens include one dish towel and one dish cloth. Additional linens can be rented at the cost of \$5.00 per person. Any lost or damaged linens will be charged at three (3) times the published fee for the item.

Repairs and Service Calls: Please report any problems, needed repairs/services, or inoperative equipment to our office promptly. We will make every effort to have repairs done quickly and efficiently. All homes will be fully functional at check-in but we cannot guarantee appliances, TV's, air conditioners, fireplaces, etc. and refund or rate adjustments cannot be made for any mechanical failure.

Property or Guest Amenities: All efforts will be made to accommodate property amenities or guest amenities advertised or offered. However under no circumstances can g3 Rental Group, LLC guarantee or warrant any one property or guest amenity. Please report any issues with property or guest amenities immediately to g3 Rental Group, LLC.

Gas/Charcoal Grills: Grills are provided only in rental units that list them as an amenity and are strictly prohibited on other rental units. For fire safety all charcoal grills are prohibited on decks, porches and balconies on all rental units. You are subject to immediate eviction if you are found violating this policy. If the grill at the rental unit you are occupying is not operating properly, inquire at our office for availability and/or service. Sorry we cannot guarantee operation or availability of grills. Should you utilize a charcoal grill, be careful to properly dispose of coals to prevent fires.



Hot Tubs/ Pools: If a hot tub or pool is provided at the rental property, it will be prepared and tested for proper and safe chemical levels by a Certified Pool and Spa operator prior to or the day of occupancy. If any of the following conditions exist at any time during your occupancy call our office immediately and discontinue use until g3 Rental Group, LLC has serviced the tub or pool and notified Tenant it is safe for use: a) Water clarity is milky or bottom of tub/pool is not visible; b) Foam forms on surface when using jets; c) Misuse of tub/pool by spilling foreign substances (a **Service Charge** may apply in this instance). Under no circumstances are pets allowed in pools or hot tubs. Violation of these provisions shall be ground for immediate eviction. Homes that advertise a community pool as an amenity are subject to availability as determined by managing authority responsible for the care of the pool and not g3 Rental Group, LLC. Unless specifically noted in the properties description, pools do not include heat. For those Homes with a heated pool there is a \$500 fee for the use of the pool heater. You must email a request for the use of the pool heater prior to arrival to billy@g3realtygroup.com so that the heater may be turned on and allowed to work. Payment is due before arrival.

Trash: Please help us in keeping this area as beautiful and pristine as possible. If any trash is in the property's receptacles, please move the receptacle to the pick-up point on the trash service day. Wednesday, the day the service is provided, please have the receptacle out to the road by 8am (EST) and bring it back by 6pm (EST) that same day. This will help ensure that your vacation area stays clean and unspoiled. If excessive trash is left behind due to non-compliance additional cleaning fees will be applied.

Smoking: Smoking is strictly prohibited inside all rental units. You will incur additional charges for carpet cleaning and deodorizing if any evidence of smoking is found in you unit. There are no exceptions to this policy.

Candles and Open Flames: Candles or open flames of any kind left unattended are prohibited within rental units as they are a fire and safety hazard.

Pets: Only homes that are designated "pet friendly" will allow pets and for a non-refundable pet fee. Guests must have pet occupancy approved at the time of reservation or prior to arrival. Any material damage by a pet to the rental property will be the responsibility of Tenant and shall be paid immediately upon written notification by g3 Rental Group, LLC. Tenants with undeclared or unauthorized pets may be asked to vacate immediately with no refund and will be charged a \$500 non-declared pet fee. If evidence of pets is found on the property without prior approval, the non-refundable non-declared pet fee will be charged to the credit card on file without notice. If fleas are present after check-out, tenants may be charged an additional extermination fee. The Security Deposit Insurance (as defined below) does not cover damage by pets.

SALES TAX & COUNTY BED TAX

Rental rates are subject to a 7% sales tax, plus a 4% County Bed Tax. All additional fees are subject to a 7% sales tax. Taxes and surcharges are subject to change.



Rates: Rates advertised on our website are subject to \$75.00 processing fee as well as a mandatory \$35 non-refundable accidental damage fee along with applicable taxes. If you are bringing a pet into a pet friendly property an additional pet fee of \$100.00 per pet will apply. For monthly reservations, a utility charge of between \$200 to \$300 per month plus applicable tax will apply. This fee is determined by each specific property.

Accidental Rental Damage Insurance: Accidental Rental Damage Insurance is mandatory as we do not require a security deposit and is paid by a mandatory \$35.00 Damage fee. This covers a renter for up to \$500.00 of damage incurred at the property they stay at. **By submitting payment for your rental and this plan, you authorize and request Travel Guard Insurance Services to pay directly g3 Rental Group, LLC any amount payable under the terms and conditions of the Security Deposit Protection**

Damages: Guests assume full financial responsibility for damages due to misuse of negligence and missing items. Prior to check-out, guest should report damages that occurred during their stay. As a courtesy and so that we can continue to maintain each home in excellent condition, if during your stay you find other items requiring repair, we request that this information be reported to our Check-in Center as soon as possible.

Reservation & Confirmation of Deposits: Reservations are taken by phone. To confirm we must receive your confirmation deposit at booking and your signed lease within ten (10) days or the reservation is subject to cancellation without notice. All reservations must be confirmed with an acceptable form of payment. After receiving your deposit (half of the rental amount with tax, Damage Fee and Processing Fee) your confirmation will be emailed and/or mailed out to you. If you make a reservation within 30 days prior to arrival, the full amount will be due immediately and will be subject to the cancellation policy as stated herein.

Security Deposit: We do not require a security deposit as the damage insurance fee cover customers for up to \$500 worth of damages.

Payment: Accepted forms of payments are as follows: personal check (must be received 30 days prior to your arrival), Visa, MasterCard, Discover, money orders, cashier's checks, and certified checks. All rentals are subject to Florida sales tax and local city and/or county taxes. All payments are to be made to g3 Rental Group, LLC. **All payments are deposited in an interest-bearing escrow account with interest accruing to g3 Rental Group, LLC.** Any payment not received 30 days prior to occupancy may result in loss of deposit and/or cancellation of reservation without notice. Please make sure that your reservation number or name on the reservation is on any remittance so that we can be sure to your payment is accounted for correctly. Returned checks are subject to a \$50.00 check handling charge.

Minimum Stay: g3 Rental Group, LLC rentals require a minimum reservation of seven days during the Summer season. Reservations for less than 7 days during the Summer season can only be made 10 days prior to the reservation date. During the Spring, Fall, and Winter seasons, stays less than 7 days are available for most properties but require a minimum stay of 2 nightts.



Monthly Rentals: Some of our Rental Properties offer monthly rentals where a month references a 28 day time period within the same calendar month (i.e. December 1 to December 28). However Monthly Rentals may split months (i.e. December 15 to January 14) provided that they fall within the same season.

Advanced Reservations: Reservations are accepted for future calendar years in advance based on availability and require a minimum of 7 days during the summer and spring seasons. Advanced Reservations may be confirmed with a \$500 deposit. Please be aware that any reservation made over one year (365 days) in advance is subject to first right of refusal by the guest occupying those current dates. The Advance Reservation deposit does not guarantee the rate on your reservation. The rental rates are subject to change from each calendar year and cannot be guaranteed. Please only make reservations you intend to keep and understand once you have reserved the unit; it then prevents anyone else, including the owner, from using it for the same time period. When the upcoming year's rates are posted, generally in December, you will receive notice from g3 Rental Group, LLC. If the rental rate increases by 10% or more, the reservation may be cancelled without penalty upon written request.

Cancellation/Refunds: Once the reservation deposit has been received, there will be **NO** refunds given unless:

1. The reason for cancellation is covered by travel insurance, (please see the Travel Insurance Information)
2. We can re-rent the property for the same dates and rental rate. A 10% cancellation fee of the total rental amount will apply and be deducted from the advance rental payment. If it is not possible to re-rent the home for the same dates and rental rate, the 10% cancellation fee and any difference in the rebooking rate will apply. If the property remains vacation for those dates the entire deposit will be forfeited or the reservation may be reinstated.
3. Guest are welcome to change their vacation dates if the new dates are for the same property/calendar year and the rates are of equal value. In these circumstances, we must be contacted at least 30 days prior to arrival.
4. After arrival, there should be no expectation of refunds or relocation because of dissatisfaction with the home rented. Unlike a hotel, we cannot relocated guest without specific authorization.

All cancellations and/or reservation changes must be made in writing to billy@g3realtygroup.com

Refunds, Bad Weather, Equipment Malfunction: Refunds are not made for inclement weather, (for mandatory hurricane evacuations, please refer to travel insurance information on our site), lack of public utilities, the unavailability of private community amenities or equipment malfunctions. Should any equipment malfunction, we will make every effort to have it repaired as soon as possible.

Travel Insurance/Refunds: Vacation Rentals Insurance is available at a cost of 7% of your total reservation balance and provides coverage to protect guest from a wide array of unexpected events such as, but not limited to, unpredictable weather, a medical or family emergency. We strongly



encourage you to purchase this coverage to protect your vacation investment, as no refunds will be offered, even in the event of a mandatory evacuation. Information about the optional insurance can be viewed at: Travelguard.com . This insurance is available and can be added with your final payment which must be 30 days prior to arrival. This insurance is non-refundable and is subject to the policies and procedures of the insurance provider. If you choose **not** to purchase this coverage, the cancellation policy will prevail and refunds will only be given if the property re-rents for the same time at the same rate. The terms and conditions are of the insurance carrier and NOT of g3 Rental Group, LLC.

Hurricane/Inclement Weather: In the event of a **MANDATORY EVACUATION** due to hurricanes, tropical storms or other potential disaster, you are required by state law to evacuate the property.

Utilities: No compensation will be given for temporary outage of electricity, gas, water, cable, satellite, or telephone service. Utility service outages should be reported immediately and all efforts will be made to have them restored as soon as possible. In the event an outage cannot be restored g3 Rental Group, LLC has the right to substitute rental properties (see Right to Change Rental Assignments below) for the remainder of the reservation or until the utilities are fully restored, whichever occurs first.

Telephones: Telephones are provided in each property at the individual owner’s discretion and include long distance blocks. All long distance, extended service, and internet dial-up calls must be charged to a calling card, collect, or third party. Please be advised that cell phone coverage is limited in many of the immediate areas surrounding our properties. There is no charge for local phone calls (Mexico Beach, St. Joe Beach, Port St. Joe, and Cape San Blas). Extended service phones calls (Panama City, Apalachicola, Wewahitchka, Carrabelle and other neighboring cities) are blocked from use.

Maximum Occupancy: The maximum number of guest per unit is based on the individual unit’s ability to comfortably and safely accommodate our guest. Occupancy limits are in accordance with the rules of the State Fire Marshal’s Office. No exceptions will be made. By the example, sleeping limits show as “accommodates 6-8” indicates a maximum occupancy of “8” people, including children. Guest exceeding maximum occupancy will be subject to forfeiture of advance payment, deposit and/or rental money, and will be evicted

Rental Homes for Sale: Rental units may be on the market for sale. In the event a request to show the unit is made, owners reserve the right to allow showings accompanied by themselves or by Real Estate agents to qualified buyers by appointment only. Guest will be notified in advance and every effort will be made not to disrupt your vacation.

Age Requirements: We do not rent to anyone under the age of 25 (legal photo ID required upon request). Any reservation made under false pretenses will be subject to forfeiture of advance payment, deposit and /or rental money.

Sight Unseen: Our vacation rental units are individually owned and furnished. We try to accommodate our renters, but we will not give refunds or adjustments if you do not find the décor or furnishings



unacceptable to your preferences. We manage privately owned vacation homes which are furnished to the owner's tastes, but no two properties are the same. Rates, descriptions, bed sizes, inventories, and furnishings are subject to change without notice. Neither the rental agent nor the owner will be obligated to neither provide replacements nor give refunds for failure or absence of any items.

Right to Change Rental Accommodations (Substitution): We reserve the right to substitute comparable accommodations without prior notice or liability in the event of a sale of the rental property, or if the property becomes unavailable due to maintenance or other problems. We cannot absolutely guarantee a specific rental property in the event of unforeseen circumstances which could render the property to be unsafe or uninhabitable. We will make every effort to contact you should this happen. When comparable accommodations are not available, guest will have the option of selecting from available properties at the comparable published rate or receiving a complete refund.

Construction: The Forgotten Coast is a growing area and is becoming most desirable. Some areas along the beaches are currently involved in re-nourishment projects, and there is the possibility that construction projects may be in progress near-by during the time of your stay. g3 Rental Group, LLC cannot predict when or where these jobs will begin or how long they will last. Therefore, we have no control in these situations and no compensation or substitutions to other properties will be considered.

Disclaimer: Tenant(s) shall rely only upon any statements or representations made by g3 Rental Group, LLC or its agents with respect to the property's level of suitability for a specific use or with respect to property conditions. Every effort has been made to assure the accuracy of this information. However, g3 Rental Group, LLC cannot assume responsibility for errors or omissions; rental data, terms and conditions are subject to change without notice.

Limitations: Premises shall be used for recreational purposes only in a non-offensive manner. No use shall be made thereof which is unlawful, improper, noisy, or offensive, or contrary to the State of Florida laws and ordinances, or of local town ordinances. No large gatherings for games of chance, clubs, or other organizations for activities open to the public, no campfires may be kindled, no tents, trailers, campers, motor homes, nor mobile homes, will be allowed on the premises. Upon expiration of the rental period, tenants agree to give peaceable possession of the said premise to g3 Rental Group, LLC in as good a condition as they now are, usual wear accepted.

Proper Notice: The parties agree that all notices shall be deemed given if sent to Tenant at address or telephone number provided at time of reservation. All notices shall be deemed given to g3 Rental Group, LLC if received at telephone number: 850-227-3333 and by mail to 420 Reid Avenue, Port St. Joe, FL 32456. In the event of a dispute, legal action may only be instituted in the County within which the Rental Property is located. If any part of this agreement shall be deemed unenforceable by law, that part shall be omitted from this Agreement without affecting the remaining Agreement.

Indemnification: Tenant(s) agree to indemnify and save harmless the Owner(s) and Agent(s) for any liabilities, theft, damage, cost or expense whatsoever arising from or related to any claim or litigation



which may arise out of or in connection with Tenant(s) use and occupancy of the rental property including but not limited to any claim or liability or personal injury or damage or theft of property which is made, incurred or sustained by Tenant(s). The terms “Agent(s)” and “Owner(s)” as used in this Agreement shall include their heirs, successors in interest, assigns, employees, agents, and representatives where the context requires or permits. The terms “Tenant(s)”, “You”, and “Your” as used in this Agreement shall include Tenant(s) heirs, successors, assigns, guest, invitees, representatives and other persons on the rental property during Tenant(s) occupancy (without regard to whether such persons have authority under this Agreement to be upon the rental property), where the context requires or permits.

Termination: g3 Rental Group, LLC may terminate this Agreement upon the breach of any of the terms hereof by Tenant. Tenant shall not be entitled to the return of any rental paid under the terms of this Agreement and shall vacate the Unit immediately.

Accommodations: All of the homes that we represent are independently owned by private homeowners who maintain and furnish their own property. Please be sure to discuss any certain criteria with your reservationists prior to making your reservation. We represent well-maintained homes, which are cleaned to our high standards. However, issues may arise and you may experience a variety of breakdowns. Every effort will be made to resolve unpleasant situations, and to correct any problems you may experience in as timely a manner as possible. You can expect prompt and courteous care to be given to you. There will be no moves made or compensation issued due to malfunctions or other dissatisfactions.

Non-Smoking Units: Any indication of smoking will result in guest’s waiver of the Damage/Security deposit to the extent necessary to cover any cost of dry cleaning, upholstery cleaning, and carpet cleaning.

THE SEASONS

- Winter:** December 1st to February 28th
- Spring:** March 1st to May 27th **NOTE: SUMMER Rates apply during the Spring Break Holiday**
- Summer:** May 28th to Labor Day Weekend
- Spring Break:** March 25th to April 10th
- Fall:** Labor Day Weekend through November 30th

Rates, Availability, Turn Day, and Minimum Stay are all property specific. See a specific property listing for details. Alternative accommodations can possibly be made by speaking with one of our Reservation Specialist.

I/We certify that Under Penalties of Perjury that I/We are Twenty-Five (25) Years of Age or Older. I/We fully understand and agree with the Terms and Conditions contained in this Agreement and that such conditions apply to all occupants of the property. In case of Non-Payment by Guest, Guest agrees to pay for all collection related cost incurred by owners in connection with monies owed by



Guest to Owners including but not limited to Attorney’s Fees and Court Cost. I/We understand this agreement is a legal binding instrument. By providing the information herein, I/We authorize the Owner’s to contact me/us for all purposes and by all reasonable methods.

In the Event of any Violation of the above Property Rules and Rental Terms the Owner’s will have the immediate Right to Terminate our Occupancy of the Property with no Refund.

I/We understand that the property owners assume no liability or responsibility for injuries or damages which may occur as a result of the use of the property or its amenities. I/We understand Us, My/Our Guests, and Visitors are using this Rental Property and any such Amenity at our own risk.

I/We accept Financial Responsibility for ALL DAMAGES and/or missing items due to Theft or Negligence while occupying this Property.

Full Name

Guest Signature

Driver’s License#: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Number of guest in party: _____ **Adults** _____ **Teens** _____ **Children**

g3 Rental Group, LLC

Date Signed