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847-256-2553- Owner

THREE PALMS RENTAL POLICIES AND PROCEDURES

181 S Higgins Street, Port St. Joe, FL 32456

House Phone # 850-229-8321

GPS Co-Ordinates = Latitude - 29°40'43.53"N

Longitude-85°14'5.32"W

**Please be aware GPS don't always work well down here
and Cell Phone Reception is Poor**

Check-In: 5:00 PM (EST)

Check-Out: 10:00 AM (EST)

**PLEASE NOTE: MEXICO BEACH IS CENTRAL TIME
CAPE SAN BLAS & INDIAN PASS ARE EASTERN TIME**

**Absolutely no more than 14 occupants (child or adult) permitted
without PRIOR Approval in Writing. We have had a BIG problem
with this and we are VERY serious about enforcing this. We
reserve the right to have an inspection of the premises. We
appreciate your respect and co-operation around this issue.
Thank You.**

**Pets: Dogs are allowed in the home with prior approval
and \$100 FEE per dog. No other pets are allowed unless**

there is prior approval. Please be courteous and obey/respect common Pet Dog protocol. PLEASE KEEP PETS OFF FURNITURE AND BEDS and clean up all Dog Hair before departure, PLEASE.

ABSOLUTELY NO DOGS IN THE POOL AND PLEASE PICK UP DOG POOP. (Especially the nice lawn between 3 Palms and Beach).If dogs or dog hair are found to have been in the pool a \$100 Cleaning fee will automatically be CHARGED.

Payment: We accept paypal, personal checks, cashier's checks, and certified checks.

Reservation & Confirmation Deposits: All reservations are taken by phone or online. The confirmation deposit will be printed on a reservation acknowledgement that is emailed promptly after your initial booking.

Advance reservation/rental rates: Reservations are accepted up to one year in advance. Reservation made for occupancy for the upcoming calendar year will be confirmed with a \$500 down payment. Remainder of the confirmation deposit must be paid in January of the next calendar year.

Balance Due 30 Days Prior to Arrival: The balance of your rent, is due 30 days prior to your arrival. All rentals are subject to Florida sales tax and local city and county taxes, reservations may be made one week in advance for unreserved homes one week in advance.

Refundable Security/Damage Deposit: A \$500 REFUNDABLE Security Deposit is DUE UPON ARRIVAL and is to be given to Donna, the manager. This payment may be a check or credit card. Upon inspection this check will be RIPPED up or mailed back to you. Credit Card will not run thru unless required for problems with house.

Maximum Occupancy: The maximum number of guests per unit is based on the individual unit's ability to comfortably and safely accommodate our guests. Occupancy limits are in accordance with rules of the State Fire Marshall's Office. No exceptions will be made. The Sheriff may be called and security deposit will be forfeited if more than 14 people are EVEN suspected of being there. We reserve the right to PROVE occupancy. We are VERY serious about this issue!

Cancellation Policy

If a "Mandatory Evacuation" order is issued for the area that your unit is in, we will only charge for the nights you occupied the unit. If you choose to leave in a "Voluntary Evacuation" no refunds will be given. No refunds are given for early departures due to inclement weather. Deposit forfeited if cancelled after 10 day grace period unless the home is re-rented.

Housekeeping: Your unit will be thoroughly cleaned before each arrival. If you are not satisfied, please call us immediately. If you are a late arrival, please notify

us by the following morning. If you have not called by this time, we will assume that you found your unit in acceptable condition. During your stay maid service is available for \$50 per hour, minimum 2 consecutive hours with 48 hours advance notice. We also have someone available to do your grocery shopping or babysitting for a fee, please ask.

Garbage Pick-up is early Monday AM. PLEASE put green garbage cans out on the street **SUNDAY PM. (If not you will not have room for your personal garbage during the week)**

Age Requirements: We only rent to under the age of 25 on a per case basis (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. Violators will be reported to the Sherriff and evicted.

No House Parties, Large Groups, Campers, Trailers, or Motor Homes: If home is booked for these purposes without our knowledge, occupancy will not be allowed and deposit forfeited. If discovered after occupancy, guests will be asked to vacate premises immediately with no refund. The Sheriff will be called.

Smoking: Smoking is strictly prohibited inside Non-Smoking rental units. You will incur additional charges for carpet cleaning and deodorizing if any evidence of smoking is found in your unit.

Telephones: Telephones are provided with a long distance block. All long distance, extended service, and internet dial-up calls must be charged to a calling card, collect, or third party. There is no charge for local phone calls (Mexico Beach, St. Joe Beach, Port St. Joe). Extended service phone calls are 25 cents per call (Panama City, Apalachicola, Wewahitchka, Carrabelle and other neighboring cities. If you are in an emergency or work related problem, call the Manager, Donna (850-229-5421) or try texting the Owner, Peter and he will call you and help make the call for you. (847-254-2325).

Linens: An initial linen supply (one set of towels per person and one set of sheets per bed) will be provided with your \$200 cleaning fee The beds will be made. Additional linens can be rented at the time of check-in or during your stay.

- **Supplies & Appliances:** Three Palms provides:
- An initial supply of bed and bath linens.
- Kitchenware, utensils, dishes and cookware.
- Air conditioning and heat.
- At least four TV's, a DVD, and Stereo.
- Full kitchen including microwave, oven and dishwasher.
- Washer and dryer
- Shop-Vac for getting up sand and dog hair.

INTERNET, WIFI and CABLE- We offer complimentary INTERNET, WIFI and CABLE but we do not guarantee

that it will work 100% of the time since we are dependent on Mediacom. We can guarantee that we will do everything in our power to fix it if there is a problem.

We have a Charcoal Grill (Weber) and a Gas Grill (Propane) .We DO NOT supply charcoal or propane for the tanks. Donna (850-229-5421) can direct you to propane filling stations. Please empty ashes from grills and put COVERS over Grills when done and not in use.

Check-Out Time: Check-out time is 10:00 AM (EST). All guests will be charged \$100.00 per hour for late check out unless prior approval has been made. Cleaning personnel will also be instructed to enter the residence at 10:00 AM EST to start washing sheets and towels, UNLESS other arrangements have been agreed upon by Donna and Burns Management.

Security Deposit Check will be Destroyed or Sent Back Upon Inspection of the Home for Damage and Cleanliness. Key pick up is arranged with our property manager, Donna Stuart. You can call her at 850-229-5421.

Things to Do Before Check-out: We ask our guest to please leave their home in the general condition as it was found, to avoid additional Charges. Particularly in regard to DOG HAIR on BEDS and FURNITURE. They MUST BE LEFT HOW THEY WERE FOUND, or there will be ADDITIONAL CLEANING FEES CHARGED.

- **All dishes clean and put away.**
- **All food you want, take with you. Please leave the rest of food in the Refrigerator. We will take care of the remaining items in there.**
- **All furnishing (Outdoor and Indoor) placed in original position.**
- **All trash in bags and placed in outside trash container at the street.**
- **We don't have enough time to wash and dry everything in the house, before new guests come, PLEASE wash and dry all towels. Folding is not necessary. Even if you leave with towels in washer or dryer. We would greatly appreciate your assistance. Thank You!**
- **Check under beds, in drawers and closets for your personal items. We are not responsible for items left behind.**
- **Keys must be returned or you will lose deposit**
- **There are brooms, mops and other cleaning tools in laundry room. We also have a Shop Vac in a Closet (Main Floor Bedroom, near Laundry Room) for help in cleaning up Sand, Dirt and Dog Hair. Please call Donna if you need any additional cleaning materials or supplies.**

Please visit our SOCIAL MEDIA WEBSITES for and LIKE us and Follow us:

<https://www.facebook.com/BurnsManagement>

<http://www.pinterest.com/burnsmanagement/>

<https://plus.google.com/u/0/+PeterBurnsTwo-palmsdotcom/posts>

DISCLAIMER: Every effort has been made to assure accuracy, however, we cannot assume responsibility for errors or omissions. Rental data, terms and conditions are subject to change without notice.

IF YOU HAVE ANY QUESTIONS REGARDING POLICIES AND PROCEDURES OR WOULD LIKE MORE INFORMATION, PLEASE CONTACT LYDIA BURNS at 847-256-2553.

PLEASE SIGN BELOW AND RETURN ASAP- By scan/email- lydia.burns@raymondjames.com or MAIL- Burns Management, 726 Linden Ave., Wilmette, IL .60091

RENTER: _____, DATE:

RECEIVED BY: _____, DATE:

**Things to "BRING" however we do supply an initial supply of
Soap ,Toilet paper, Paper Towels, Garbage Bag**

- **Paper Towels and Napkins**
- **Toilet Paper and Garbage Bags**

- **Aluminum Foil and Plastic Wrap**
- **Dishwashing Detergent**
- **Laundry Detergent**
- **All purpose Cleaner**
- **Bath Soap and Shampoo**
- **Staple items (salt, pepper, sugar, etc.)**
- **Condiments**
- **Extra Linen's if needed**
- **Suntan Lotion and Sunglasses**
- **Tackle Box**
- **Medicines and Prescriptions**
- **Hat's**
- **Camera**
- **Dish Towels and Cloths**
- **Beach Towels**
- **Umbrella**
- **Beach Chairs and Rafts**
- **Cash**

