



RENTAL TERMS & CONDITIONS

A. Offices and Hours of Operation. Reservations 800-824-0416; St. George Island 101 E. Gulf Beach Drive. - St. George Inn 135 Franklin Boulevard (7 days/week 9 a.m. to 9 p.m. EST)

B. Rates and Included Items. Weekly rental rates published in the Vacation Guide include all regular fees normally associated with each rental property; EXCLUDING, travel insurance fees and applicable state and local sales taxes. Published monthly rates are not all inclusive. Other fees that may be added to the published rate include, but are not limited to, heated pool fee, and/or any additional items such as maid service, crib rental or high chair. Rates for reservations made for a future calendar year cannot be guaranteed and are subject to change according to the new season rental rates.

C. Rental Payment and Reservation Confirmation. Reservations are confirmed when Anchor has received the executed agreement within 14 days of the date your reservation was made along with an advance payment equal to 50% of the total rent fee. Payment in full is required if the reservation is made less than 45 days prior to arrival. Final balance is due in our office forty five (45) days prior to your scheduled arrival. The following are accepted methods of payment: cash, cashiers check, certified check, money order, travelers check, Discover, Visa, Master Card, American Express, and personal checks (if accompanied with valid state driver license or identification number and either D.O.B. or Social Security number). PLEASE NOTE: Personal checks are not permitted within the 45 day period prior to arrival. Credit card payments can be made over the phone. All balances that have not been paid 45 days prior to the arrival will be automatically charged 45 days prior to you arrival date.

D. Check-In. Check-in is 4 p.m. EST at the office location designated for the area of your vacation rental property. Check-in packages with keys and maps will be left out for an after hours arrival. PLEASE NOTE: No personal checks will be accepted at check-in and no keys will be left out for any reservation not paid in full. We do not guarantee check in until 4:00 p.m. EST. Guests are not permitted at the home before 4:00 p.m. EST for any reason especially when keys have not been released.

E. Check-Out. Check-out is 11 a.m. EST. Prior to departure you must do the following: (1) wash and put away all dishes; (2) empty refrigerator; (3) take out all garbage; (4) lock all windows and doors; and (5) all furniture must be placed back in original location; (6) return keys to the office location designated for the area of your vacation property. PLEASE NOTE: Failure to return keys issued will result in a penalty fee charge of \$50. Late check-outs will be subject to an additional fee at Anchor's sole discretion.

F. Travel Insurance and Refunds. Travel insurance is included at a cost of 6.5% of your total reservation cost. Guests are encouraged to give consideration to the purchase of this optional insurance. The cost of travel insurance is automatically included in your total reservation amount; however, you may cancel the travel insurance coverage by signing the Travel Insurance Optional Cancellation form sent with this agreement and returning the signed cancellation form to Anchor. PLEASE NOTE: In order for the cancellation to be valid and effective, the cancellation must be received by Anchor no later than 45 days prior to your arrival date or before your final payment is made. A travel insurance information pamphlet will be provided with your rental confirmation. Please review this information carefully. If travel insurance is cancelled in accordance with the terms contained herein, the Anchor cancellation policy will prevail and no automatic refunds will be given. Please refer to section J. In the event of a mandatory evacuation, refunds will only be made via CSA Travel Insurance (not via Anchor Vacations LLC) to those guests who purchased travel insurance. No refunds will be issued via Anchor Vacations LLC due to hurricanes or other disasters (natural or otherwise).

G. Sight Unseen. Our vacation homes are individually owned and furnished by the homeowner. While we strive to accommodate our guests, no refunds will be given based on differences in taste. Rates, descriptions, bed sizes, amenities, appliances and furnishings are subject to change without notice. In the event of a problem with your rental unit, we will respond to your needs as soon as possible, however; neither the homeowner nor Anchor will be obligated to provide replacements nor give refunds for failure or absence of any items. Items not in working use or under repair cannot be guaranteed to be remedied during your stay.

H. Utilities. All utility outages should be reported to Anchor immediately. No refunds will be given for any utility outages or interruptions.

I. Occupancy and Use. Occupancy and use of the rental property is restricted solely to residential use and to no more than the maximum number of occupants allowed in each rental property. No one under the age of 25 is permitted to rent a rental property from Anchor. Use of the rental property for occasions such as weddings, receptions, and/or parties which increase the stated maximum occupancy (even for a few hours) is not

allowed. Such occasions are cause for immediate cancellation of the reservation with forfeiture of all funds and guests immediate vacating of the premises. Anchor reserves the right to deny occupancy, evict, and refuse refund at any time to anyone who appears to Anchor Vacations LLC to be detrimental to the property. For example, you will be asked to vacate immediately, with no refund if one of the following is discovered during your stay: (1) house parties; (2) pets in a non-pet friendly unit; (3) more than maximum number of guests allowed; (4) blatant disregard of community association rules and regulations; (5) rental obtained under false pretense or misrepresentation; (6) any illegal activity. Anchor Vacations LLC reserves the right to enter any managed vacation rental property to perform any routine maintenance or inspection.

J. Cancellations. All cancellation requests must be made in writing to Anchor Vacations LLC, Attn: Reservation Manager, 101 East Gulf Beach Drive, St. George Island, FL 32328. Once your reservation is confirmed, we cannot refund any payment for a canceled reservation unless that rental property is re-rented for the entire cancelled period and for the same rate. Once the rental property is re-rented, your advance payment will be refunded less a processing fee of \$100.

K. Transfer. In the event a rental property becomes unavailable after being booked, the guest shall have the option of either canceling the reservation without penalty or taking a replacement unit specified by Anchor.

L. Damaged and Missing Items. Guest assumes full responsibility for any items missing from the rental property or damaged due to misuse, negligence, misconduct or other action/inaction on guests part. Guests must notify Anchor immediately of any damage or losses occurring during occupancy.

M. Pets. Pet Friendly accommodations are available. Please notify your rental agent at the time of booking if you will be bringing a pet or require a pet friendly unit. PLEASE NOTE: Guests bringing pets into a NON-PET FRIENDLY unit will be asked to vacate immediately without refund AND a penalty fee of \$500 will be assessed.

N. Community Association Rules. Guest acknowledges and agrees to comply with any additional rules and regulations that may apply to properties within private communities. PLEASE NOTE: St. George Island Plantation and St. George Inn require execution of a separate rental agreement.

O. Smoking. Absolutely NO SMOKING is allowed in any property, UNLESS specified as a smoking property. Any indication of smoking will result in guest being charged a fee to cover any dry cleaning, carpet cleaning and upholstery cleaning. When disposing of cigarette butts, please be respectful of the environment.

P. Personal Property. Guests must furnish food, cleaning supplies, paper products and personal items for the duration of the stay. Bath towels and bed linens are provided by Anchor. Anchor and owner assume no responsibility for personal items left behind after departure. If an item is retrieved Anchor Vacations, LLC will charge a service fee of \$15 plus postage for all returned items.

Q. Construction. Franklin County is a growing area, and there is a chance you will find yourself near ongoing construction. PLEASE NOTE: No refunds or relocations will be made due to construction related issues.

R. Properties Listed For Sale. Anchor reserves the right to schedule appointments to show vacation rental properties listed for sale. Guests will be notified of showings at least two hours in advance.

S. Heated Swimming Pools. Many rental properties offer a "heated" pool option which is NOT included in the published rate. There is an additional fee of \$250 per week for pool heater activation. Advance notice is required if guest desires the pool heater to be activated. Ambient air temperature must be no less than 55 degrees in order to activate a pool heater. Maximum achievable water temperature is approximately 80 degrees. Months of heated pool availability vary by rental property so please confirm whether this option is available prior to confirming your reservation. Non-availability of heated pool is not grounds for cancellation; however in the event that you pay the additional heated pool fee and the heated pool becomes unavailable the heated pool fee may be refunded at Anchor's sole discretion.

T. Disclaimer. Anchor Vacations LLC and the property owners we represent are not responsible for accident or injury to guests or invitees of guests occupying any premises managed by Anchor, and/or loss of guest money or valuables of any kind. Every effort has been made for accuracy in the Anchor Vacation Guide, any additional Anchor printed materials, and the Anchor website, however, Anchor is not responsible for errors or omissions contained in these materials. Rental data, amenities, terms and conditions of rental are subject to change without notice. All reservation made online have automatically agreed to our Rental Terms and Conditions, and also have agreed to be automatically charged using the credit card provided and bounded by Anchor Vacations, LLC term and conditions on payment schedule.

STATEMENT

I certify, under penalty of perjury, that I am 25 years of age, or older, and I am the holder of the credit card account referenced herein or have been authorized by card holder to make this reservation. I fully understand and agree with terms contained in this Agreement, and that such conditions apply to all occupants of any Anchor rental property. I authorize Anchor to debit the initial deposit and other applicable charges from the credit card account written herein in accordance with the terms of this Agreement. In case of non-payment by guest, guest agrees to pay for all collection related costs incurred by Anchor in connection with monies owed by guest to Anchor including, but not limited to, Anchor's attorney fees and all associated court costs. I understand this Agreement is a legally binding instrument. By providing the information herein, I hereby authorize Anchor Vacations LLC to contact me for all purposes by all commercially reasonable methods.

FIRST NAME: _____ LAST NAME: _____

ADDRESS: (street, city, state, zip) _____

DRIVERS LICENSE #: _____ EMAIL: _____

HOME PHONE: _____ WORK PHONE: _____ CELL PHONE: _____

NAME OF RENTAL PROPERTY: _____ LOCATION: _____

ANCHOR CONFIRMATION #: _____ ARRIVAL DATE: _____ DEPARTURE DATE: _____

AMOUNT PAID AT TIME OF RESERVATION: \$ _____ AMOUNT DUE WITHIN 14 DAYS OF RESERVATION: \$ _____

AMOUNT DUE NO LATER THAN 45 DAYS PRIOR TO ARRIVAL: \$ _____

VISA/MASTERCARD/DICOVER/AMERICAN EXPRESS #: _____ EXP. DATE: _____

NAME AS IT APPEARS ON CREDIT CARD: _____

GUEST SIGNATURE: _____ DATE: _____