



**Sandcastle**  
VACATION RENTAL

### **Rental Policy**

1. **ALL OUR HOMES ARE NON-SMOKING.** If you smoke, please do so outside and pickup your butts. If you smoke in the house you will be charged an additional \$500.00 cleaning fee to clean furniture, drapes, walls, carpets, etc.
2. Pets are PROHIBITED anywhere on the premises (that also includes vehicles) unless specifically allowed for the property rented. If you bring a pet to a non specified pet friendly home, you will be charged an additional \$500.00 cleaning fee to clean furniture, drapes, carpets, etc. and you will be asked to leave the premises with no monies being refunded. No exceptions will be made.
3. All homes have a two-night minimum. Holidays and Spring break may require a 3-5 night minimum. Off season specials are available; dates may vary from year to year.
4. **Check-in/Check-out Policy:** Check in time is 4:00 pm. Please no early arrivals, No Exceptions will be made. We need that time to clean and provide any necessary maintenance or repairs to the property prior to your check-in. Make sure all of your party members are aware of the check-in and check-out times. Check-out time is at 11:00 am. Late check-outs will incur a \$50.00 per hour surcharge and will be deducted from any security deposits held or charged to your credit card when no deposits have been required.
5. **DEPOSITS:** A damage/reservation deposit of \$350 is required. This must be received within seven (7) days of booking the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT applied toward rent; however, it is fully refundable within (14) days of departure.
6. **CLEANING FEE:** There is a cleaning fee of \$100.
7. Linens are included in the lodging, which includes, sheets, pillow cases, and 1 set of bath towels per occupant. A Washer and Dryer are available in all homes; we Do Not supply detergents. We do wash the linens at the property so please help us by starting a load of laundry prior to you checkout. We do thank you for the effort.
8. We will clean the home after you depart, EXCEPT DIRTY DISHES (dirty dishes must be washed, dried and put away). Beds are to be stripped and dirty linens put in the basket provided. All garbage is to be taken out to the dumpster or cans ready for pick up. Please be considerate and make sure all garbage is out for pickup day. Your confirmation will have your properties garbage day noted. SANDCASTLE VACATION RENTAL reserves the right to charge your credit card account for any damages, theft, excessive cleaning and/or excessive garbage left and not taken out for pickup.



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9. **WE PROVIDE STARTER PRODUCTS ONLY.** You will need to bring extra bath tissue, paper towels, etc. We do not replenish products during your stay. We do not provide shampoo, hand and bath soaps or spices. Please bring your own beach towels.

10. **CANCELLATION POLICY:** All cancellations made 45 days prior to your arrival may receive a full refund less a \$50.00 cancellation fee, excluding holidays and spring break. Holidays and Spring break require a minimum 6- day notice prior to arrival to receive a full refund less the \$50.00 cancellation fee. If the guest cancels the reservation with less than 45 days notice, no refund will be made until the property has been re-rented. If the property is not re-rented, all rents collected will not be refunded. Any additional fees such as city/county/state taxes and cleaning fees will be refunded. Should any unforeseen reason arise and " SANDCASTLE VACATION RENTAL " would need to cancel your reservation, you will receive a full refund immediately. Guest(s) are not permitted to sub-let the rental property.

11. **OCCUPANCY:** Occupancy and use of the premises shall not be such as to disturb or offend neighbors or residents. The Agent has the prerogative to terminate this agreement and to ask disruptive Guests to vacate the premises. Renter understands these properties are individually owned and equipped according to the tastes and preferences of the owner. No guarantees will be made to the guest about expectations of quality of furnishings. SANDCASTLE VACATION RENTAL will make every effort to have any malfunctioning appliances (hot tubs, dishwashers, television, etc.) repaired during your stay, but no refunds for inoperative appliances will be offered. Please do not wait until you check out to inform us that something was not working properly, contact us immediately so we can make arrangements to have repairs done during or after your stay. Please be considerate for those coming in after you!

12. We rent to adults over the age of 25. The ratio of children to adults shall not exceed 50% unless special arrangements are made. SANDCASTLE VACATION RENTAL reserves the right to refuse service to anyone. PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

13. **OCCUPANCY and CAR LIMIT:** Some of our homes are in areas with a combination of full-time residents and vacation rentals, and are available for rent on a short-term basis by virtue of a **REVOCABLE** Vacation Dwelling (VRD) permit which in part limits the number of occupancy and the number of cars allowed, and prohibits excessive noise, traffic, etc. and strictly prohibits the occupancy of more than 30 days at one stay. Therefore, this rental agreement shall be for no more than 30 days and maximum occupancy (which includes children) is not negotiable. If guests or cars exceed the limits you will be ask to leave and will not receive a refund for any monies paid. Maximum occupancy rules apply day and night. Courtesy and respect for your neighbors must be observed at all times. Thank you for your cooperation.

14. Guest(s) shall be solely responsible for any property damage, accident injury to any person or loss sustained by any person, including loss of money, jewelry, and other items of personal property, arising out of or in any way related to Guest(s) use of the property or the items of



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personal property provided by SANDCASTLE VACATION RENTAL, and the Owner at Guest(s) request. Guest(s) shall inspect and be familiar with proper use and application of such items prior to using them. Guest(s) hereby agrees to INDEMNIFY and hold SANDCASTLE VACATION RENTAL, and/or Homeowner harmless from any and all claims including those of third parties, arising out of or in any way related to Guest(s) use of premises or the items of personal property provided therein. Guest(s) assumes the risk of injury or other losses relating to any recreational activities and will hold owner and its agents harmless with respect there to.

15. RATE CHANGES – Rates subject to change without notice.

16. FALSIFIED RESERVATIONS – Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check-in.

17. WRITTEN EXCEPTIONS – Any exceptions to the above mentioned policies must be approved in writing in advance.

18. HURRICANE OR STORM POLICY – No refunds will be given unless:

- a. The National Weather Service orders mandatory evacuations in a "Tropical Storm/Hurricane Warning area" and/or
- b. A "mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning," area, we will refund:

- 1. Any unused portion of rent from a guest currently registered,
- 2. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
- 3. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Hurricane Warning" period. By Signing Below, I agree to all terms and conditions of this agreement

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Number of Days: \_\_\_\_\_

**Sandcastle Vacation Rental 2227 NW Eleven Mile Ave. Gresham, OR 97030-3551**

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