



**SUNSET RENTALS, INC. RENTAL  
TERMS AND CONDITIONS**

**Guest Name:**

**Date:**

**Reservation #:**

**Rental Property:**

**Arrival Date:**

**Departure Date:**

**-RATES** – Published rates are weekly rates. Nightly rates are computed by dividing the weekly rate by 5.

**-PREPAYMENT** – 50% of the total invoice amount and all applicable administrative fees apply initially. The final balance is due 45 days prior to arrival on all reservations. Final balance payment may be made in the form of personal check (if received by date payment is due), money order, debit or credit card. Monies will be placed in an interest bearing account. South Carolina Real Estate Law specifies such interest shall accrue and the signature below releases all interest to Sunset Rentals, Inc., on this account.

**-SECURITY DEPOSIT** – An approved credit card number must be on file in the name of the renter to hold as a security deposit in the case of damage to the property. Guest agrees that they will be responsible for the cost to remedy any such damages. Guest will be notified of any incurred charges.

**Guests should not** re-arrange villa or home furnishings in any way. A charge will be incurred should it be necessary to return furniture to its original location.

**-CANCELLATION POLICY FOR HOMES** – Cancellations made more than 90 days (120 days for Oceanfront and luxury homes) prior to your scheduled arrival are subject to a \$500 cancellation fee. In addition, all administrative fees are non-refundable. A cancellation 90 to 45 days prior to your scheduled arrival would result in the forfeit of your deposit. All monies will be forfeited for any cancellation made within 45 days of arrival.

**-CANCELLATION POLICY FOR VILLAS** – Cancellations made more than 60 days (120 days for Oceanfront) prior to your scheduled arrival are subject to a \$500 cancellation fee. In addition, all administrative fees are non-refundable. If you cancel your reservation between 60 and 45 days prior to your scheduled arrival, you will forfeit your deposit. All monies will be forfeited for any cancellation made within 45 days of arrival.

**-TRAVEL INSURANCE** -- Travel insurance is provided to protect you in the event of unforeseen circumstances requiring cancellation or interruption of your trip. The cost of this coverage is 7.0% of base rental rate, tax and non-refundable fees. It is non-refundable 10 days after purchase. For complete information on the insurance coverage, please visit the Redsky Travel Insurance website at [www.trippreserver.com](http://www.trippreserver.com) Travel Insurance is an optional fee.

**-EXTREME WEATHER** – No refunds will be issued for adverse weather including hurricane and hurricane evacuation. If a mandatory evacuation is ordered, coverage may be available to travel insurance policy holders. This coverage is afforded per the policy in effect and its conditions.

**-ADMINISTRATIVE FEES** -- All reservations are subject to a non-refundable processing fee and a non-refundable 9% reservation fee. These fees are taxed at 11%.

**-TAXES** -- Published rates do not include South Carolina State and Hilton Head local taxes totaling 11%.

**-ARRIVAL** -- Check-in time is 4:00 PM, or after but no rental rate adjustments can be made due to the property not being ready by then. Arrival instructions will be provided upon receipt of final payment and signed Terms and Conditions document. The 4PM check-in time is not guaranteed.

**-DEPARTURE** -- Check out time is 10:00 AM. Any late check outs not approved by our office are subject to an additional charge at the regular nightly rate. All homes and villas are cleaned and inspected upon your arrival/departure.

We are not responsible for items left behind. There is a \$35.00 recovery charge.

#### **-HOME AND VILLA EQUIPMENT**

- All properties are equipped for basic vacation needs. Linens are provided for the maximum number of guests stated for each home and villa. Kitchen utensils and a starter set of toiletries are supplied.
- Hairdryers are not provided.
- Beach chairs and beach towels are not provided. Do not use home or villa linens as beach blankets.
- The pool of a private home is cleaned twice a week in the summer and once a week the remainder of the year.
- Pool heat and Spa Heat is available for some homes and for an additional charge due to the high cost of propane. This must be arranged 2 weeks before arrival.
- If additional cleaning of the home or villa, or linens and/or carpet are found to be excessively dirty, the reservation will be charged an additional fee.
- Telephones are provided. Local calls are free.
- Wi-Fi is provided. Changing the password on the Wi-Fi will incur a \$250 charge to the credit card on file.

**-RESTRICTIONS** -- Motor homes, motorcycles, trailers or boats are not allowed! Please do not rearrange villa furnishings in any way. Sunset Rentals reserves the right to change, alter or move renters to another property if necessary due to unforeseen circumstances. Sunset Rental is not responsible for acts of Mother Nature, including weather, beach conditions, etc

**NO CHARCOAL GRILLS ALLOWED AT ANY PROPERTY PER ORDER OF THE TOWN OF HILTON HEAD AND THE HILTON HEAD FIRE DEPARTMENT.** Elevators within individual homes are for the specific use of the home owner and will remain locked.

**-SUNSET RENTALS DOES NOT RENT TO ANY COLLEGE OR YOUTH GROUPS WITHOUT SPECIFIC WRITTEN AUTHORIZATION FROM MANAGEMENT. IN ADDITION, ADULT SUPERVISION IS REQUIRED FOR UNMARRIED GUESTS LESS THAN 25 YEARS OF AGE.**

If it is determined through verification of proper identification that a responsible party of at least 25 years of age is not in residence, the entire group will be escorted from the property with the assistance of local authorities if needed. Re-entry to the property will not be allowed and there will be no monetary refund.

**-SOCIAL FUNCTIONS** -- Parties or social functions (i.e. reunions, receptions, etc.) with guests in attendance in numbers which exceed the stated maximum number of persons per rental are specifically prohibited in any rental property without previous written authorization from Sunset Rentals.

**-NO SMOKING** - ALL PROPERTIES ARE STRICTLY NON-SMOKING! A \$500.00 fee WILL apply for violation of this policy.

**-PETS – We accept dogs only.** NOT ALL PROPERTIES ARE PET FRIENDLY. No pets are allowed in any property unless specifically designated as pet friendly and a non-refundable fee of \$200.00 for the 1<sup>st</sup> pet and \$150 for additional pet PLUS TAX. A two pet maximum and a weight limit of 75 lbs. per pet is strictly enforced. **NEITHER SUNSET RENTALS NOR THE PROPERTY OWNER WILL BE RESPONSIBLE FOR ANY PROBLEMS, DAMAGE, OR INJURY CAUSED BY ANY PET. Pets are not permitted on any of the furniture at any time and additional cleaning and/or damage fees will apply.** A \$500 fine in addition to the pet fee WILL apply if any pet is found in a non-pet friendly property. In addition, Sunset Rentals reserves the right to immediately cancel the reservation for any property where an unauthorized pet is found.

Will you be bringing a pet? Yes/No and How many?

**-PROPERTY AVAILABILITY** – Should a property become unavailable for guest use through the sale of the premises or other circumstances beyond the reasonable control of the rental agent, the agent may substitute with the best available, comparable accommodations for the same period. A full refund will be issued, without penalty, should a comparable property not be available.

**-MAINTENANCE** – Sunset Rentals makes every attempt to make sure the home or villa you have rented is in good working order when you arrive. If you do encounter a maintenance problem in the home or villa, it will be handled in a timely and professional manner. Sunset Rentals, Inc. is not responsible for resort amenities, such as scheduled or unscheduled pool and spa closures, etc. Rental rates will not be adjusted due to any malfunction of equipment. Sunset Rentals or its Agent may re-enter the rental property at a reasonable time for the purpose of making repairs or for routine maintenance.

Even though all properties are maintained on a regular basis, at times maintenance repairs may be required. Sunset Rentals reserves the right to perform maintenance or have an outside vendor perform maintenance at any time during the stay. All properties are sprayed for bugs monthly or bi-monthly. It is not uncommon to encounter a palmetto bug or two. If you feel a pest problem needs to be addressed please contact our office. If the property is pet-friendly, dogs must be secured while guest is away. Rental fees will not be refunded or reduced due to maintenance at the property rented or at neighboring properties due to construction.

**-LIABILITY** – As a guest of the owner and Sunset Rentals, I understand that while using a private or community pool (or spa), you and any guests are swimming at your own risk. In consideration and on behalf of your guests, Sunset Rentals and the pool owner are released from any liability or claims arising from injury while using the pool. Hilton Head Island is home to many wildlife animals including Alligators. Sunset Rentals is not responsible for any injury caused by guest's negligence that may cause injury by any wildlife animal including Alligators.

**-FINAL PAYMENT ELECTION** - The final payment will be processed 45 days prior to scheduled arrival on your card on file for all reservations. I understand there will be a \$15.00 service fee for the use of multiple credit cards. IF paying by check: Final payment will be sent to Sunset Rentals to arrive no later than 45 days prior to scheduled check-in. Send checks to PO Box 7258, Hilton Head Island, SC, 29938 If the final payment is not received 45 days prior to scheduled check-in the credit card on file will be charged. In no case will a personal check be accepted less than 45 days prior to arrival.

**I UNDERSTAND AND AGREE TO THE ABOVE TERMS AND CONDITIONS.** Guest (to include guest invitees) further agrees to indemnify and save Agent, its employees and property owners, free and harmless from any claim or liability for any loss or damage whatsoever including but not limited to personal injury or damage/loss of property, arising from, related to, or in connection with the rental of the above premises or any rental equipment ordered through Sunset Rentals. Sunset Rentals reserves the right to refund or refuse rental to anyone.

Sign: \_\_\_\_\_

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