



6203 New Jersey Avenue
Wildwood Crest, NJ 08260

Phone: 609.729.0559

Fax: 609-729-6123

Email: rentals@cabreracompanies.com



Exhibit A

Homeowner Rental Guide

Cancellation Policy

In the event of a cancellation by a tenant, the following policy will apply: *If cancelled 30 days or more prior to arrival date*, deposit shall be refunded to tenant less the administration fee and \$200.00 cancellation fee payable to the Rental Agent.

*Security deposits are refunded in full to the tenant in the event of a cancellation.

Under no circumstances may an Owner cancel a reservation procured by Rental Agent with or without deposit monies paid. The only exception is in the event the Property sustains catastrophic damage, leaving the Property uninhabitable.

VRDP

Vacation Rental Damage Protection (VRDP): All leases will include a \$69 premium, paid by Tenant, to CCRE for VRDP (provided through CSA Travel Protection & Insurance Services). This premium insures the Tenant for up to \$3,000 for any unintentional damages that they may cause to your property during their stay. All damage must be disclosed/reported to CCRE within 3 days of the check out date. FOR ALL CLAIMS: Owner must submit all receipts for repairs and/or replacements the owner has paid for. Without receipts, CSA will deny the claim. CCRE will facilitate the Claim process. Full details of Program can be found at vacationrentalinsurance.com/g10vrd. In the event the Tenant chooses not to purchase VRDP, a security deposit of \$3,000 will be charged to the Tenant.

Rental Schedule

All vacation homes will be placed on a Saturday to Saturday rental schedule.

Check In and Check Out

Check in and Check out will occur at the Cabrera Coastal Real Estate office. Check in is between 3:00 pm and 5:00 pm on the indicated date of arrival. Check out is no later than 10:00 am on the date of departure. All Owner occupancy and/or Owner clients must adhere to the same Check in/Checkout times.

Rental Rates

Rental rates will be determined by the Owner, with guidance from Rental Agent. We encourage our Owners to complete the rate schedule and provide nightly rates as well as weekly and/or seasonal pricing. If an Owner chooses to list their Property with other local real estate brokers, you must indicate this accordingly. Owner agrees to offer the same prices to provide fair rental opportunities for all brokers. Should differing prices be evident, Rental Agent reserves the right to adjust Owner rates accordingly. Any Owner marketing for a seasonal tenant will be advertised in that manner until June 1st. In the event a seasonal tenant has not been secured, the vacation rental will be added to the weekly rental program and advertised in that manner. If you do not desire nightly rentals, leave the nightly rental amount blank on the rate schedule for the applicable season. Please be aware that if nightly rental amounts are not provided to Rental Agent, the vacation home will not be included in nightly promotions and packaging geared to shorter stays.

Initial _____



Availability Calendar

The Owner agrees to make at least four (4) prime (in July/August) season weeks available to Rental Agent for rental.

Upon receiving the listing package, Rental Agent will block the dates the Owner has requested. Rental Agent will provide the Owner with a web link, username, password, and instructions to access the availability calendar. **IT IS THE OWNER'S RESPONSIBILITY TO CHECK AVAILABILITY AND BLOCK ANY UNAVAILABLE DATES FOR THEIR USE OR THE USE OF THEIR TENANT!** The availability calendar is directly connected to our rental software and is utilized to determine what properties are available for the requested time period. All unblocked time periods are considered available for rental and will be marketed accordingly as our software offers real time availability to our clients.

In the event the Owner is unable, for any reason, to maintain their availability calendar the Owner **must fax (609-729-6123) or email (rentals@cabreracompanies.com) the Rental Agent** in order to verify availability or to block requested dates. **WRITTEN notice must be given.**

If the Owner has listed their property with additional agencies for rental, it is the Owners responsibility to update their online availability calendar or notify Rental Agent of any outside agency reservations. These outside agencies should also notify Cabrera Coastal Real Estate by fax or email of any rentals in writing as well. Cabrera Coastal Real Estate will email the **Owner** and any outside agencies upon securing a reservation and will update the online availability calendar accordingly.

Property Compliance

Owner certifies its property meets all fire codes for renting and complies with all applicable federal, state and local laws and ordinances. Please provide our office with a copy of the Mercantile License and/or fire inspection as required. If Owner is uncertain of requirements, please contact our office. Owner is to provide Rental Agent with a copy of any/all rules & regulations of condo and/or homeowners associations and/or pool, common area usage regulations. Owner agrees to post these regulations and information in the Property, in an area that can be viewed easily by guests.

Administration Fee

Rental Agent charges a non-refundable administration fee to the tenant on all reservations. This is to offset administrative and marketing costs incurred by the Broker.

Initial: _____



Condition of Property

At least 30 days prior to the rental period, the Owner shall have all utilities turned on in his/her name, including cable. The Owner is responsible for the cost of all utilities for weekly/nightly rentals. For seasonal or year round rentals, the cost of utilities shall be paid for as is mutually agreed upon by Owner and tenant. All heating, air conditioning, electrical, plumbing, and mechanical systems should be checked to make sure they are in good working order. All home inventory items must be in the Property prior to April 1st. In the event the Property is not equipped with the proper inventory, Rental Agent will replace the inventory and bill the Owner the cost of the items plus the applicable service fee. Repairs from previous wear and tear such as touch up painting, carpet cleaning, torn screens, window coverings, etc. should be completed prior to the first occupancy. Owner is to provide **at least two** outside trashcans for regular trash, at least one can for glass and cans, and one can for paper recyclable trash. All trashcans should be labeled for intended use, and indicate the Property address and/or condo number. Trash and recycling days are to be posted in the Property so the tenant may put trash to curb.

Spring Cleaning

In order to offer consistence in quality, we require that all properties complete a spring cleaning. The spring cleaning. **Spring cleaning should be completed prior to the first rental.** This includes cleaning inside and outside of cabinets, woodwork, walls, ceiling fans, windows, light fixtures, appliances, ovens and closets, under and behind furniture, and inside sofa beds. All personal items including towels, linens, blankets and food items should be removed or locked up. Remember to replace all smoke detector batteries, remote control batteries and light bulbs so as not to incur additional charges during the rental season.

Tenant Dissatisfaction/Inability to Check-in

Rental Agent accurately describes our vacation homes, providing photos, online inventories, and opportunities to physically view the property. Occasions do arise when a tenant is dissatisfied with a rental property or a major problem occurs with the property that cannot be abated in a timely fashion. Should this occur, our first course of action will be to accommodate the tenant in a reasonable manner so as not to lose the rental income for the owner. Using our discretion, we will compensate the tenant up to 20% of the rental, chargeable to the Owner. Should this fail, we will contact you to determine if an alternate solution can be found. In the event the tenant decides to vacate the Property, we will return to the tenant the rental amount paid for the nights not stayed or in extreme circumstances the entire rental amount. If a tenant is unable to check-in to the Property, on the check-in date due to causes such as the Property has been damaged by fire, flood, hurricane, other natural disasters, break down of major mechanical system and/or other significant damage, or if access bridges or roads are closed or impassable due to fire, flood, hurricane, natural disaster, Rental Agent shall refund to tenant the paid rental amount. We will not, however, make refunds to tenants due simply to rainy and/or inclement weather.

Cabrera Maintenance Fees (through Cabrera Property Management)

Work orders, special projects, outside of contract work	Standard Rate Per Hour	Emergency Rate Per Hour
Skilled/Professional/Owner	\$90	\$125
Unskilled Job/Laborer/Maintenance Staff	\$55	\$100-\$225 Time Sensitive
Minimum Charge Per Visit	\$55	\$100-\$225 Time Sensitive



FAQ's

1. Why should I list with Cabrera Coastal Real Estate? Cabrera Coastal Real Estate values its owners and vacation renters. We provide the owner with exemplary rental assistance, maintenance, property management, cleaning services and sales options. We are a reputable and well-established real estate company servicing Wildwood, North Wildwood, Wildwood Crest and Diamond Beach and Cape May County NJ. Many of our vacationers are repeat tenants as they are welcomed and cared for throughout their stay.

2. How do I list my unit? Just complete our Listing Agreement in a timely fashion so that we can begin renting the unit as soon as possible. If you would like to submit your own written property description, please send it in with the listing agreement. Our Rental Specialist will take it from there and place your property on our website, pooling potential clients and securing reservations.

3. What paperwork is required from me? We will require the Listing Agreement and all documents tabbed in yellow, W-9 form, Spring Cleaning Check List and a current Mercantile License. Forms are available on the Cabrera website: www.cabreraoceanrealty.com. A Mercantile License and a Fire Inspection are required in order for you to rent your unit. If you do not comply, you will be subject to fines.

4. How does Cabrera market and advertise my rental property? Our marketing is through electronic means such as email blasts, search engines, pay per clicks, and through other partner websites. Please consult your vacation specialists for more information.

5. How many keys do you require that I provide for your office? Each owner provides 4 sets of working keys with fobs for all locks. We ask that each key be tested prior to bringing them to the office to insure proper accessibility.

6. Once I list my property, how long does it take before it is online? Once we receive your agreement, we visit the property, take photographs for the website, confirm the seasonal rates, and then upload the property in our Rental Program.

7. When do I receive my checks? By the 15th of each month, owners receive a statement and a net rental proceeds check for all reservations/leases for which a tenant has checked out in the previous month. The monthly statement will outline all deductions to rental proceeds, e.g. leases checking out between 8/1-31 will be paid by 9/15.

8. What happens if an issue arises in my unit during a rental? Typically, the vacationer notifies our office about the issue and we in turn place a call to the owner to report the issue. At that point, a decision is made on how to best handle the issue, offering suggestions or repair/service contractors should the situation warrant. If the homeowner cannot be reached, we will remedy the situation if it is interfering with the tenant's vacation. Additional expense may be incurred.

9. Will you give out keys to my renters? We offer a PMA Program to any owner who is listed in our rental program. We provide your tenant with a welcome packet including property map, parking tags, and keys for the rental unit. We also respond to maintenance issues and provide your guest with an emergency hotline phone number for after hours issues that they might encounter. The cost of this additional service is \$800.00 for the entire rental season from May 1 to October 1.



10. What do I do if there is damage to my unit? The cleaning service that the owner contracts for their unit must notify us immediately of any damages to your unit. We release security deposits back to tenants within 7 days of their check out. We will need you to immediately assess the damage, take photographs and contact the tenant about the problem and how it will be dealt with going forward. We will not release any deposit until an agreement with the owner and tenant is reached. This process is only applicable to a Cabrera tenant and not an owner tenant. If there is legal action required Cabrera will assist but all fees are initiation of same belong to the owner.

11. Should I provide linens and towels? No, this is not necessary. Our website and rental contracts state that linens and towels are not provided. If you provide them and they are removed or left unwashed, we will not hold the tenant responsible.

12. How do I let my tenants know about the rules of the property? Rules should be posted in your unit, which include recycling and trash procedures. You should also provide specific instructions for your TV/DVD/cable set-up. Be sure to include the settings that any of your components require. Many home- owners provide binders with helpful information and resources so that renters can enjoy their vacations - and the area - to the fullest. Operating instructions for air conditioning, grills, sound systems and Internet passwords are also useful pieces of information to provide to your renters.

13. Is it advantageous to provide TV's and DVD players in the bedrooms? Yes! Vacationers today are accustomed to this convenience, and many specify wanting a rental unit with this feature.

14. Should I provide an Internet connection for my renters? Yes, this is an advantageous in marketing your property. It has been our experience that renters will often choose one property over another based on the availability of an internet connection.

