

# SHOREWOOD REAL ESTATE, INC. ~ Policies & Procedures

Welcome to The Crystal Coast & Emerald Isle. Please read the rental information carefully. If you have any questions please do not hesitate to call our reservationists. They are pleased to assist you through the entire process of renting your vacation home. Toll-Free: 1-888-557-0172 or rentals@shorewoodrealestate.net. Shorewood Real Estate complies with the N.C. Vacation Rental Act. (NC. General Statutes Section 42 A-1) for all rental agreements. Shorewood Real Estate, Inc. acts as agent on behalf of the homeowner for vacation rental properties.

## CHECK-IN AT SHOREWOOD REAL ESTATE~4:00 PM OR LATER

Check-in at Shorewood Real Estate. Corner of Cedar Street and Emerald Drive. 7703 Emerald Drive, Emerald Isle, NC (Approx. 2 miles east of the Emerald Isle bridge)

## CHECK-OUT AT SHOREWOOD REAL ESTATE~10:00 AM PROMPTLY

Please check-out on time, so the unit can be cleaned and inspected for the next rental guest. Return all keys/gate passes/swim tags/car tags/ upon departure. Not returning these items will result in an additional charge.

## LATE ARRIVALS~PICK UP KEYS AT EMERALD ISLE POLICE DEPT.

Special arrangements can be made for late arrivals. Call us if you will be arriving late. Shorewood Real Estate is open 7 days a week. Our business hours are (In season 9am-5pm) (Off-season 9am-5pm and Sundays 10am-4pm ) Pick up your keys/check-in package at the Emerald Isle Police Department located at 7500 Emerald Drive. (1 block from our office on the left). Call our office the next morning to confirm your arrival. Rental Department: 354-7858 or 354-7873

## MAKING A RESERVATION

Call to reserve the week and rental of your choice. We will then send you a rental agreement stating the unit/cottage you rented, the arrival and departure dates and the amount due. Check to be sure all information is correct. Read, sign and return the agreement with 50% of the rent due. This will secure your week. **(IF WE DO NOT RECEIVE THE 50% RESERVATION DEPOSIT BY THE DUE DATE, WE WILL BE FORCED TO CANCEL YOUR RESERVATION.)** If you are having difficulties meeting that deadline, call us and special arrangements can be made. The reservation deposit can be made in the form of a personal check. A Reservation Fee of \$40.00 is charged with each reservation. All Reservations made within 45 days MUST be paid in full with a Credit Card. We accept VISA OR MASTERCARD.

## FINAL PAYMENT

The final payment shall be made 30 days prior to your arrival date. You may pay with a personal check if final payment is received 30 days prior to your arrival date. Any payments made within 30 days must be in the form of certified funds or credit card.

## OPTIONAL TRIP CANCELLATION/ INTERRUPTION INSURANCE

Shorewood Real Estate Inc. offers CSA Travel Cancellation/Interruption Insurance to every guest. CSA is authorized by the North Carolina Department of Insurance. CSA insurance is optional but is strongly recommended. No refund will be made in the event of a mandatory evacuation if a guest does not purchase CSA Insurance. For any questions concerning the Travel Insurance, please call CSA directly at 800-554-9839

## "PEACE OF MIND" INSURANCE OR DAMAGE SECURITY DEPOSIT

Each guest has the option of paying a refundable security deposit or participating in a deposit waiver program called Peace of Mind Protection Program (P.O.M plan). The P.O.M plan may not be available for all units. Please check with your Reservationists. Purchasing the P.O.M plan covers theft or damage to the unit as a result of your inadvertent acts or omissions. For a full description of the plan, please refer to the description of coverage detailing the terms, conditions and responsibilities of the tenant and Shorewood Real Estate, Inc. If you do not receive a description of coverage upon purchase of the plan, contact Shorewood Real Estate, Inc. for a copy. Purchasing the P.O.M plan in lieu of a security deposit Does Not Negate your Responsibilities as a tenant. **All damages must be reported prior to departure.** If you decide not to purchase the P.O.M plan, a security deposit will be added to the final balance. Payment for the P.O.M plan will not be accepted after the guest occupies the unit. **You must notify our management company of any damage or theft to the unit during your occupancy, or this plan is void. Non-Notification may result in legal action.** The units are carefully inspected after each rental. Shorewood Real Estate, Inc. receives compensation for selling P.O.M plan. Some properties do not participate in the P.O.M Insurance Plan. If you do not choose the P.O.M Plan, a Damage Security Deposit of \$300 will be collected. (The deposit is returned within 45 days provided there are no damages or missing items & all keys and/or gate cards/ car I.D. tags and swim tags are returned to Shorewood Real Estate, Inc. (Amounts may be withheld to repair damages, replace missing items or reimburse owner/ agent for expenses resulting from a violation of the agreement or additional charges to account.)

## CANCELLATIONS

Cancellations must be in writing. In the event of a cancellation by tenant, tenant shall receive a refund of all payments made by tenant, less an administration fee of \$100.00, **IF THE PREMISES ARE RE-RENTED ON THE TERMS SET FORTH. IF THE PREMISES ARE NOT RE-RENTED ON THE TERMS SET FORTH, TENANT WILL NOT BE ENTITLED TO A REFUND OF ANY RENT PAYMENT MADE HEREUNDER.** Tenant rather than Agent, shall be responsible for seeking reimbursement of any fees paid by the tenant to agent for goods, services, or benefits procured by agent from third parties for the benefit of tenant that may have been paid out prior to tenant's cancellation.

## OFF-SEASON LATE DEPARTURES

Guests may be able to depart late from vacation rentals providing there are no guests checking in. The charge for a late departure is \$30.00. Please confirm the availability with your reservationists.

## VACATION ESSENTIALS

Some of our vacation rentals provide linens and towels. If you have chosen a rental which does not, you may rent linens through our office or bring your own. Please place orders 2 weeks in advance. When packing plan to bring beach towels, kitchen towels, cleaning supplies, paper products, garbage bags, coffee filters, sunscreen, beach towels and beach chairs.

## Grilling

North Carolina law prohibits grilling on decks and balconies of rental properties. Grilling is permitted on concrete or stone surfaces away from wooden structures. If grills are provided with the vacation rentals, **the rental guests is responsible for cleaning the grill.** Grills (gas or charcoal) can be rented through our office.

## NO TEEN GROUPS/HOUSE PARTIES

Shorewood Real Estate, Inc. has the right to terminate rentals without refund if in our opinion the renter is detrimental to the property or rented the unit under false pretense. No college or teen groups, even if chaperoned by an adult.

## TELEPHONES

Most of our properties have telephones. Long-distance calls are blocked on all vacation rental properties. Please use a calling card when making long-distance calls.

## LOST AND FOUND

We cannot be responsible for items left behind. However, when items are found and claimed, we will gladly return them to you via USPS COD plus a \$10.00 handling fee. Unclaimed items will be donated to local charity after 30 days.

## NO PETS! /NO SMOKING!

No pets allowed unless advertised differently. No smoking designation must be honored. Units are sometimes owned and/or rented by allergic individuals. (Pets or smoking in a non-designated unit will result in an immediate eviction.)

## RATES

Season: June 17th-August 19th

Shoulder: May 20th -June 17th & August 19th-Sept. 9th

Off-Season Sept. 9th-May 19th

Some owners of our Vacation Rental properties choose more than 3 rates and/or a Holiday Rate. Some owners allow 2 or 3 day minimums off-season or during season if the unit is not booked by the Wednesday proceeding the desired arrival. Call for the per diem rates. Some cottages and condos are available for the winter months at very special rates. Call for the list. Rentals 1-888-557-0172 or visit [www.shorewoodrealestate.com](http://www.shorewoodrealestate.com) (winter rentals).

## TAXES

North Carolina sales tax is 7% and is added to all rentals of 90 days or less. The Carteret County occupancy tax is 5%. The total tax added to all rentals is currently 12%. These rates are as of time of printing. Tenant will be responsible for the taxes due at the time of tenancy. Taxes will be disbursed upon termination of the tenancy or material breach of the agreement.



# Rental Information, Policies & Procedures

Reservations: 888.557.0172 • [www.shorewoodrealestate.com](http://www.shorewoodrealestate.com)

"Your Link to the Shore"

## LOCKOUT POLICY

If you are locked out of your vacation property during business hours, you may stop by our office and check-out a key. After business hours, call our emergency number 252.354.4892. A service call of \$25.00 is charged for unlocking the unit, and is due and payable when service is rendered.

## REPAIRS AND SERVICE CALLS

Repairs and Service Calls. Before calling our office be sure that the repair is necessary and not an oversight. If the air conditioning is not cooling as quickly as you think, give it time to adjust. It may have been turned off prior to your arrival. If a service was ordered and not necessary per the repair person, a service call will be charged to you. Please report any inoperative equipment to our office. We will make every effort to have the repairs done quickly.

## "AFTER HOURS" EMERGENCY CALLS

After hour emergency calls are defined as the following: Anything that places the Tenant or Property in danger. Malfunctioning air-conditioners, telephones, minor plumbing problems etc. do not constitute an EMERGENCY. Leave a message on Shorewood Real Estate's office voice mail and a maintenance work order will be issued the following morning. For "After Hours" EMERGENCIES Call 252.354.4892. Emergency calls will be answered and responded to in order of importance.

## DRIVING ON THE BEACH

The Town of Emerald Isle allows vehicles on the beach from September 15 through April 30, except during Easter week. A permit is required and is obtainable through Emerald Isle Town Hall 252.354.3424.

## BEACH ACCESS

Pedestrian access areas to the ocean and sound are located about every 500 feet. Some are boardwalks and others are sandy paths.

## PUBLIC PARKING/ BEACH ACCESS

Emerald Isle has two regional oceanfront beach accesses with bath house and shower facilities. The Eastern Access is located on Islander Drive. The Western Access is located on Park Drive.

## BEFORE DEPARTURE

Before departure complete the following checklist. Any items missed will result in a charge to your account.

- 1) Wash all dishes and put into cabinets
- 2) Remove all food from cabinets and the refrigerator/freezer
- 3) Make sure all furniture and furnishings are in original locations
- 4) Remove all trash from the property and place outside in the receptacles. Pick up any trash including but not limited to, cigarette butts outside.
- 5) Leave property in good condition. Wipe off counter tops and vacuum. Any excessive cleaning charges will be deducted from your security deposit.
- 6) Lock all exterior windows and doors.
- 7) Check closets, bathrooms, under beds and other furniture prior to leaving. Should you leave something behind that you wish sent, notify Shorewood Real Estate immediately; (See Lost and Found, page 38)
- 8) Return all keys and gate cards/swim tags/car I.D. tags to Shorewood Real Estate and REPORT any maintenance needs or damages.
- 9) If you rented linens, please remove linens from the beds and put linens and towels in the bag provided and place by the front door for pickup.
- 10) Do not return your keys to Shorewood Real Estate until you have completely vacated the property. **DO NOT UNDER ANY CIRCUMSTANCES RETURN TO THE PROPERTY AFTER YOU HAVE CHECKED-OUT. THIS CONSTITUTES UNAUTHORIZED ENTRY.** If you would like to spend the day at the beach, enjoy one of our Public Beach Accesses. (See Public Parking/Beach Access, Page 39).

## ALL PROPERTIES ARE INDIVIDUALLY OWNED

All of our vacation properties are individually owned and reflect each owner's tastes. If you have specific standards or requirements regarding your vacation rental, we advise you to personally view the unit prior to placing a reservation. We cannot make substitutions or provide refunds upon your arrival. All information is believed to be accurate. We can not be held responsible for changes made by the owners after printing. Please view our website for any updates or changes to our properties. [www.shorewoodrealestate.com](http://www.shorewoodrealestate.com)

## OCCUPANCY

In searching for a vacation rental property that meets the occupancy needs of your family; you will find that many of our properties offer several different bedding options. However, when considering your occupancy needs, please note that the NC Commission for Health Services (Laws and Rules for Sewage Treatment and Disposal Systems) states that one bedroom is designed for maximum of two people. For example, a 3 bedroom unit would accommodate no more than 6 people.

Every effort has been made to ensure that the information in this brochure is accurate. Some descriptions may not reflect changes to, or new information about, rental homes after this brochure was printed. We suggest that you view our website for the latest and up to date information.

Due to state regulations regarding septic permits, some information presented may be inaccurate as the availability of these permits is limited. Every effort has been made to ensure all information is accurate and specific guidelines of the Carteret County Health Department have been followed. Our realty firm shall not be liable for unintentional errors, omissions, or changes in the advertisement of bedrooms and occupancy. The information herein is believed to be accurate and timely, but no warranty as such is expressed or implied.

## DEPARTURE CLEANING SERVICE

All of our properties are inspected prior to your arrival, however if you feel the property is not cleaned to your specifications, please let us know within 24 hours of your arrival and we will send housekeeping to rectify any discrepancies. There will be no refunds given for housekeeping related issues. Any extra cleaning required upon your departure, above and beyond the norm, will be billed to you. If you are vacationing for more than one week, you may request additional housekeeping services by calling SWRE~Housekeeping Department~.252.354.7873

## NEXT YEAR, SAME TIME~ SAME PLACE?

If you are interested in renting the same property and week next year, please stop by our office during your vacation week or call to reserve (252.354.7873). A holding number will be issued at that time. Contracts will then be mailed out in the fall requiring a deposit. Due to the limited time at Check-Out, we do not accept reservations at that time. Homeowners reserve the first right of refusal with all weeks that are tentatively reserved.

## VACATION PROPERTIES LISTED FOR SALE

Occasionally the property for which you have rented may be for sale. This property may need to be shown. You will be contacted to coordinate a convenient time that the property can be shown.

## SWIMMING POOLS & FIREPLACES

Swimming pools in Condominium complexes are generally open from Memorial Day to Labor Day. (Some complexes may extend that season if weather permits). Some Private Pools are heated during the off-season at a cost to the Rental Guest, please consult your Reservationists regarding those properties. Fireplaces are not to be used during the Summer Months (May-September).

## CENTRAL AIR/HEAT~HEAT PUMPS

Most of our properties are heated and cooled with Heat Pumps. Cooling: The thermostat should be set between 70 and 75 degrees- Auto/Cool. Be sure not to set below 70 degrees or the unit will freeze up and will not cool properly. On extremely hot days the heat pump may only cool to a 10 to 12 degree differential. Heating: The thermostat should be set between 65 and 70 degrees-Auto/Heat. Misuse may result in an additional charge.

ENJOY YOUR VACATION!