

Payment Schedule: Payment 1 due at time of booking via credit card.

Payment 2 due 30 days before arrival via check.

If booking within 30 days of Arrival, payment in full by credit card required

If paying in full by credit card, or paying 2nd payment with credit card, a 3% convenience fee will be added to the transaction.

Licensing Agreement Terms and Conditions

Hilton Head Hideaways is the Booking Agent and you are the Guest(s)

Please print these Terms and Conditions for your records.

EXCHANGE OF MONEY AUTOMATICALLY CONSTITUTES ACCEPTANCE OF ALL TERMS AND CONDITIONS SET FORTH HEREIN.

WE SUGGEST THAT ALL MEMBERS OF GROUP RENTING & STAYING IN THE HOME/VILLA READ THIS LICENSING AGREEMENT SO ALL UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT.

The Booking Agent is Hilton Head Hideaways LLC (HHH). Our mailing address is PO Box 6055, HHI, SC 29938. Our phone numbers are #843-868-1171 and 843-715-1668.

The property will be ready for occupancy at 5:00 PM local time on the beginning date of the License Agreement and must be vacated by 9:30 AM local time on the ending date of the License Agreement.

If you arrive before CHECK-IN TIME please do not come directly to the premises. Our cleaning staff only has a few hours to clean their assignments on "changeover day" and we are meticulous when it comes to cleaning. Additionally, we try to address any maintenance problems (e.g., air conditioning, bathroom and kitchen repairs, etc.) during that time so that you are not disturbed during your stay.

If you do arrive early to Hilton Head, there is plenty to do while waiting to enter the property. Coligny Plaza, Shelter Cove, Harbour Town, South Beach Marina and Hilton Head Beaches are the most visited spots on the Island and ideal for snacking, strolling and shopping. Some of the Island's best restaurants, outdoor cafes and nightly entertainment spots are located there.

A Keyless Entry System with a Touch/Combination Lock requiring a code will be on the front door. The code will be sent to you along with other Hilton Head Island information when your signature page has been received. To open the front door, use the combination, which will be given to you after your final payment.

Housekeeping: The Property is cleaned before you arrive and when you depart. You will be provided with bath towels and bed linens. A new vacuum cleaner is stored inside. Guests supply their own Beach Towels and Blankets. Please do not use our linens and bed covers and blankets at the Beach. Violation of this policy will result in an additional charge being charged to your Credit Card on file.

RESERVATION/SECURITY DEPOSIT: No Security Deposit is required when paying your first payment by credit card. However, damages will be assessed and charged to your credit card on file if there are damages.

DAMAGE PROTECTION INSURANCE:

As a part of your stay, you may purchase a Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to check-out. If purchased, the policy will pay a maximum benefit of \$3,000. Any damages that exceed \$3,000 or are not covered under the plan will be charged to the credit card on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$3,000. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy at www.vacationrentalinsurance.com/g20vrd. The Vacation Rental Damage plan can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Hilton Head Hideaways any amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Hilton Head Hideaways directly if you do not wish to participate in this assignment. In the event you do not wish to purchase this plan, a \$0 security deposit is required, however the credit card on file will be charged for any and all damages that may occur.

Any damage noticed upon arrival should be reported to the owner immediately. If damage is not reported, your deposit may be charged for the cost of the repair. All general maintenance should also be reported so the unit can be kept in good repair. In order to have no other damages assessed to you, the following must occur:

- a) No damage is done to the unit or its content including the linens.
- b) No items are missing upon the inventory check.
- c) All debris, garbage and discards are placed in proper containers.
- d) All soiled dishes are placed in the dishwasher.
- e) There was no exceeding the maximum occupancy of the unit.
- f) There was no smoking or evidence of smoking in a designated non-smoking unit.
- g) Unit is left in neat condition.

VACATION RENTAL INSURANCE - Guest Protect Plan

CSA Vacation Rental Insurance has been offered with your reservation. Vacation Rental Insurance reimburses for pre-paid, non-refundable expenses due to certain unforeseeable circumstances that may jeopardize your vacation and force you to incur unplanned expenses. We strongly recommend you purchase this valuable protection. View a Description of Coverage/Policy at www.vacationrentalinsurance.com/330cert

Make Up Weeks: As a courtesy to our paid guests, we do offer a 4-week period during the Winter, Saturday after Thanksgiving until the Saturday before Christmas, to make up any missed weeks due to any paid cancellations during the year. Please inquire, if applicable.

Cancellation Policy: The time factor is critical in vacation rentals and your deposit will hold this rental off the market for a period of time. If the reservation is cancelled more than 90 days before arrival, all funds will be refunded minus a \$75 administrative fee. If you cancel for any reason within 90 days of arrival, your rent cannot be refunded unless the vacation rental is re-rented, less an administrative Fee of \$75.

The earlier you warn us that you may need to cancel, the better the chances of re-renting the property to someone else. WRITTEN NOTICE REQUIRED FOR CANCELLATION!

Returned Checks: A \$50 service charge will be levied on any returned checks.

Owner/Booking Agent is, by South Carolina law, allowed to enter property at any time if he/she suspects any actions that might breach this contract. Owner/Booking Agent may also enter home to check A/C filters and for any other reason necessary to maintain, security and comfort of tenant.

If property is for sale, renter must cooperate with the owner or realtor to arrange convenient times to show said property if given at least 24 hour notice.

Community Rules: Guest agree to abide by rules of the community. These may be posted in the unit or at the community pool or office. These rules may change from time to time.

Cleaning Fee: There is a one-time linen setup and cleaning service fee. There is NO DAILY MAID SERVICE. A starter amount of toilet paper, paper towels and laundry soap is provided. After they are used up, Guests will need to provide their own paper items and cleaning supplies. An initial set up of trash liners is also provided. Extra items needed are the responsibility of the guest. (i.e. Bring your tooth paste, laundry detergent, soap, beach towels, extra toilet paper etc.)

Utilities: The landlord will provide water, heat, electric, trash removal and local telephone usage.

Restrictions: Generally, no trailers, boats, jet skis are allowed. However, please call to discuss special arrangements.

Occupancy: Our property has a maximum number of occupants, posted on our digital brochures on our web sites. As guest, you agree not to exceed the maximum occupancy by this property as described on the web. Person signing the contract must occupy the premise the entire length of stay. We do not rent to minors. Penalty for violation of the Agreement is outlined in Penalty for Violation of this Agreement at the end of this section.

Noise/Disturbances: Any disturbance resulting in neighborhood complaints or police action, other illegal activities, damage to the vacation rental, or violation of this agreement of rules and regulations governing the vacation rental, will be considered sufficient cause for immediate termination of your stay, and all monies paid will be forfeited. This agreement does not create a tenancy for the vacation rental; you can be removed from the vacation rental without process of law if you do not depart at the appropriate time.

Indemnification of Agent by Guest: Guest agrees to indemnify and save Booking Agent, its employees and Agents, free and harmless from any claim or liability for any loss or damage whatsoever arising from, related to, or in connection with rental of the Dwelling, including but not limited to any claim or liability for personal injury or damage or loss of property which is made, incurred or sustained by any Guest or any Guests invitee. This includes any accidents or injuries while using the bikes provided.

Damages: Damages must be reported by the guest before departure. Guest agrees to surrender property in the same condition as at commencement of the rental period. In case of abuse and malicious damage to rental property, guest will reimburse Agent and Owner the amount of all damages including reasonable attorney's fees.

Falsified Reservations: Any reservation obtained under false pretense will be subject to forfeiture of advance deposit and/or rental money and the party will not be permitted to check-in.

GUESTS assures the BOOKING AGENT that the tenants will observe all conditions and terms of this License Agreement as to maintaining the premises in good order and appearance and will conduct themselves in a manner inoffensive to neighbors. GUESTS assures the BOOKING AGENT that any tenant who violates any of the terms of this License Agreement shall be immediately denied occupancy and shall remedy any damages or other expenses, which are caused by the tenant and/or the tenant's guest(s). GUESTS agree that any tenant who is found using drugs or allows others to use drugs on the premises will be immediately denied continued occupancy at these premises.

GUESTS agrees that during the term of this License Agreement and such further time as he/she occupies the premises, he/she will keep the Booked premises clean and free of trash, garbage, and other waste; and all pipes, wires, glass, plumbing and other equipment and fixtures in the same condition as at the beginning of, or may put in during the term of the License Agreement, reasonable wear and tear and damage by unavoidable fire and casualty only exception.

GUESTS agrees that he/she shall not paint or make alterations to the property, including changing existing locks or adding new ones, without the BOOKING AGENT'S written consent. Upon not less than 24 hours notice, GUESTS shall make available to BOOKING AGENT or his agent for the premises of entering to make necessary or convenient repairs and to show the premises to prospective guests. In an emergency, BOOKING AGENT or his agent may enter the premises at any time without securing prior permission from GUESTS.

GUESTS may not let, sublet or assign this License Agreement for all or any part of the premises without prior consent of the BOOKING AGENT. If GUESTS abandons or vacates the premises, BOOKING AGENT may at his option terminate this License Agreement, enter the premises, and remove all property.

In the event that any action shall be commenced by either party arising out of, or concerning this License Agreement or any right or obligation derived there from, the prevailing party shall be entitled to receive attorney's fees as fixed by the Court in addition to all relief at law or equity.

Either party may terminate this License Agreement in the event of a violation of early provision of this License Agreement by the other party in the manner and as provided by law. The Policies and Procedures above are meant to protect our guests and owners alike. All guests, as well as owners are required to conform to all Policies and Procedures.

GUESTS assumes full responsibility for fulfilling the terms of the License Agreement for the period stated and assure the BOOKING AGENT full recourse for the payment of any amount outstanding from the total amount due in accord with the terms as stated above including any outstanding or unpaid charges that are the responsibility of the GUESTS.

Credit Card Authorization: I understand and consent to the use of the credit card provided without original signature on the charge slip, that a photocopy or fax of this agreement will serve as an original, and that this Credit Card Authorization cannot be revoked and will not terminate until 90 days after Booked premises are vacated. Charges may include: unauthorized long distance telephone and cable TV Special Events Charges; damages beyond normal wear and tear, parking violations and parking passes.

Trust Deposit Agreement: Guests are advised that their reservation deposit must be placed in a S.C. Trust Account as required by SC Real Estate Law. Guests authorize Hilton Head Hideaways LLC, a duly authorized corporation of South Carolina, to receive any and all interest that might be earned from the Hilton Head Hideaways LLC Escrow Account monies that are being held for their benefit.

Pet Policy: Please bring your pet's bedding and/or crate, as we do not allow pets on furniture or beds. Pets must be with their owners, or someone else responsible, at all times on the grounds when off a leash. Any waste must be collected and disposed of immediately.

There is zero tolerance for excessive barking. Barking is the number one complaint by neighbors about dogs on vacation; please keep barking to a minimum. Please crate your pet when pet is left unattended or use children's restraint gates found in each property to keep your pet inside the kitchen area. If your dog is reported to Security or the Police for causing a disturbance, they have the right to remove the dog from the Premises. Your neighbors are here for their vacation also and desire peace and quiet; we hope that you understand.

All shots must be current and proof should be available to be furnished if requested. Please vacuum the house of all dog hair and dander before your leave. Owners will be responsible for any damage or clean up.

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By accepting this email and not responding otherwise, you are stating that you agree with the following policies

I have read the TERMS OF THE PROPERTY OWNER and agree.