



## **Coupon Key Booking Agreement**

### **SECURITY DEPOSIT**

To confirm a booking 50% of the total rental fee and a refundable security deposit of \$750 is required and will be charged to your credit card. This will secure the accommodation for you and may also be used to cover any damages or additional charges. It will also be used to cover any extra rental charges due to early arrival or late departure without prior consent. Additional damages and extra charges, if any, will also be charged to your credit card. Payment in full is due 30 days prior to arrival.

The security deposit will be returned to you by check or will be credited to your credit card (less a 3% handling fee), after your vacation has ended and the house has been checked (subject to any damages, etc.).

### **CHANGES IN RESERVATION**

We understand that sometimes changes are necessary regarding your vacation dates. If this happens there is a \$100 charge. If you change vacation dates, less than 60 days before arrival, and there is no availability then you will lose your deposit unless you select a vacation date that is available.

Security Deposits can be held towards future reservations. Your rate may change based on your future vacation dates. Security Deposits will be held for a maximum of six months unless prearranged with the Reservations Manager.

### **NO SHOW**

If you fail to arrive for your scheduled vacation, or cancel 30 days or less from your arrival date, without having notified us you will be subject to loss of deposit and 50% of the total rental fee. We must have your cancellation in writing.

### **CHANGES OR CANCELLATIONS:**

You must place in writing any requests . We accept signed and dated original letters or Fax requests. E-MAIL cancellations are not accepted.

## CANCELLATIONS

Any cancellation of a booking by the client must be in writing and is subject to the following cancellation charges:

More than 2 months before arrival date	=	No cancellation charge
Between 1 and 2 months before arrival date	=	Loss of Deposit
30 days or less before arrival date	=	Loss of Deposit & 50% total rental fee

Thanksgiving, Christmas, New Years and Easter Holiday Weeks: Full Rental Payment required 30 days prior to arrival.

## TRAVEL INSURANCE

We strongly suggest that you purchase Travel Insurance in advance of all your travel plans. If you go to any travel agent, tour operator or airline there are available inexpensive Insurance Policies to protect you in the event of need to cancel within penalty periods of outlined above. If you do not purchase such insurance you could be charged within the penalty periods outlined above. If you do not purchase such insurance, you could be charged up to the full rental cost of your vacation within the limits outlined above.

## CREDIT CARD COMPANY PROTECTION

Everyday in America thousands of clients reserve holidays and fail to notify their accommodations providers that they later have cancelled or changed their travel plans.

Recent changes in the United States Federal Consumer Regulations now allow accommodation providers to charge penalties against clients cards when reservations were made over telephone, a name, address and a telephone number along with a copy of confirmation can be provided as evidence and a client fails to abide by the cancellation policies that are published by the accommodations provider. It is very important that you do not reserve any accommodation and then think your credit card company will protect you if you fail to abide by the posted Booking Terms that we advertise.

### Rental Period

Check-in time is after 4:00 PM on the first day

Check-out time is before 11:00 AM on the last day

Any changes to these times will be made only after permission has been given by Spottswood Management, Inc. and its affiliates. Without prior consent, early occupancy or late departure from the home will be subject to ONE EXTRA DAY RENTAL which will be deducted from the security deposit.

### **Telephone Use**

The island is equipped with a telephone for your convenience and safety. Long distance calls require a calling card or phone card.

### **Transportation**

Transportation to & from the island are included in the rental fee. Boat rentals are the responsibility of the guest.

### **Cleaning**

The home will be cleaned prior to your arrival. You may arrange for additional cleaning during your stay for an additional charge of \$45/hr.

### **Maintenance**

We will make every effort to ensure that all equipment is in working order. In the event of a breakdown, we will strive to repair it as soon as possible after being notified of the problem. We cannot guarantee that air conditioners, televisions, appliances, etc. will not break own during your stay, therefore no refunds or adjustments will be made for mechanical failure. Furthermore, there will be no refunds or adjustments made for any other unexpected situation beyond our control such as bugs, rodents, weather and the like.

### **Photography**

No commercial photography or video of any kind shall be permitted on or around Coupon Key without the prior written consent of Spottswood Management, Inc. You are prohibited from using any image of Coupon Key or its logo in connection with any commercial use without the prior written consent of Spottswood Management, Inc.

## LIMITATION OF LIABILITY

Children must, at all times, be supervised by parents.

Spottswood Management, Inc. and its affiliates do not accept any responsibility or liability for any accident, injury, illness or damage sustained by any person or their property during the rental period or use of facilities, regardless of how it may have occurred.

Spottswood Management, Inc. and its affiliates do not accept any responsibility or liability for any failure of services in the home regardless of how it may have occurred. However, in the event of a problem, the client should inform our local management who will endeavor to do everything within reason to rectify the problem.

Spottswood Management, Inc. and its affiliates do not accept liability for the acts or omissions of our principals over whom we have no control (such as airlines, car-hire companies, boat rentals) for whom we act in the capacity of agents. All information regarding the property is checked to ensure the accuracy of descriptions. However, we are not always able to control all of the components of the facility and it is possible that an advertised facility may be withdrawn or changed due to circumstances beyond our control and for which we do not accept liability.

**PLEASE NOTE: UNDER NO CIRCUMSTANCES WILL ANY ANIMALS BE ALLOWED.**



COUPON KEY RESERVATION REQUEST FORM

Dear Mr. Cruz:

To secure any reservation we require a 50% deposit of the rental fee and a refundable\* security deposit for the amount of \$750 US to guarantee your availability. You can charge this to a major credit card. Once we have this deposit we will send you a formal confirmation in the mail. Or, if you prefer, your confirmation can be faxed upon request. Security deposits will be refunded ten to fourteen days after departure. If housekeeping confirms there is no damage to the home your deposit will be refunded.

CHECK-IN DATE:

CHECKOUT DATE:

GUEST NAME:

NUMBER OF PERSONS IN PARTY: \_\_\_\_\_

CREDIT CARD DETAILS

For Payment By Credit Card You Can Pay Your Deposit By

VISA/MC	AMEX
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Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name as it Appears on Card: \_\_\_\_\_

Billing Address for credit card: \_\_\_\_\_

\_\_\_\_\_

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

\*Security Deposit by Personal Check or Money Order: We do accept these forms of Security Deposit but we cannot send a confirmation before these funds clear our bank. We are happy to place a 7 day courtesy hold on your rental request from the date you receive this form. After the 7<sup>th</sup> day, should availability no longer be possible we will return your check deposit without penalty. You must notify us in advance by telephone that you plan to use this method of deposit.

I agree on behalf of all persons listed on this booking form to accept the conditions as printed above in the Coupon Key Booking Agreement. I agree to abide by these conditions of reservation. I am authorized to sign the form on their behalf and I am over 21 years of age.

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

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