

## Panhandle Property Management Rental Conditions

1. Check in is at 3pm. central time. **Please do not call regarding early check in.** We do not guarantee a 3pm. check in this is only an estimated time to finish all necessary work to assure a clean unit upon arrival. There will be no refunds due to housekeeping issues, if there are cleaning issues please notify us immediately and the issue will be resolved.
2. **Full payment is due 21 days prior to arrival to avoid cancellation.** Unless another form of payment has been provided, the reservation balance will be automatically charged to the credit card used at booking. This is your responsibility to contact us regarding final payment. If booking within 21 days of arrival, the total amount is due when the reservation is made.
3. Each condominium location adheres to different HOA requirements. Please be sure to check the registration, parking and pool fees if any associated with the location in which you are staying.
4. Immediately upon check in please inspect the unit and report all damaged items to our office. This will allow us to replace them for your stay and avoid items being charged to you. Linens and one round of paper products are provided for you at the beginning of your stay. They include garbage bags, paper towels, dishwasher tablet, and toilet tissue. After the beginning round you will be responsible for replacements during your stay.
5. The registered guest checking into the unit is responsible for any and all damage due to anyone in the unit. At all times you must have ONLY the number of guest checked in by Panhandle Property Management. Any additional guest will result in an additional fee. Attempting to “cram” guest into any unit will result in eviction and no refund will be given.
6. NO PETS are allowed. If any evidence of a pet is found you will be asked to vacate with no refund.
7. Each condominium allows for no more than two vehicles.
8. Not all units have landlines or Wi-Fi please be aware of this prior to booking.
9. NO SMOKING inside any unit. Smoking inside the unit will result in guest having to vacate with no refund. Smoking on the balconies with the doors closed is permitted.
10. Grills are NOT allowed on balconies per Florida Law.
11. Do not throw any items from the balconies or walkways. This will result in immediate eviction. Throwing items from a balcony is a **felony** in the state of Florida. Do not hang anything from the balconies or feed the birds from the balcony.
12. NO refunds or discounts will be given for early departures, mechanical problems or maintenance issues. We cannot guarantee all complex amenities will be working during your stay due to maintenance issues. We will not give refunds or discounts due to routine maintenance or unexpected repairs to the complex in which you are staying. We will make every effort to repair all issues inside any unit in a timely manner but cannot control warranty issues out of our control.
13. Panhandle Property Management will not be responsible for personal loss, theft or damage. Please do not leave valuables in the unit. Lock all doors and cars and park only in the designated areas.

14. Check out is at 9am. central time. Anyone still occupying a unit after 9am. will be subject to a \$100.00 per hour fee for every hour. Leave ALL pool tags, swipe cards and parking passes inside the unit on the kitchen bar to avoid fees from your security deposit.
15. Before departing please take out all trash, empty all cabinets and refrigerator of all food, place dirty dishes in dishwasher and start a cycle. Turn off all lights. Check all closets and rooms for personal items. Panhandle Property Management will not be responsible for any items left inside any unit. Any guest that does not follow the check out procedures will be subject to pay a cleanup fee up to \$100.00 from your security deposit.
16. Refunds for weather related issues are only under mandatory evacuation circumstances.
17. Damage during your stay can sometimes occur. If something is broken or damaged please notify our office immediately. We will resolve immediately and only charge the amount for the repair. After departure the amount of the repair plus the \$250.00 security deposit will be charged to the guest.
18. There are NO refunds if you are evicted for any reason.
19. Upon booking your credit or debit card will be charged a separate \$250.00 security deposit.

**Cancellation Policy:**

Cancellations: You may cancel this reservation up to the balance due date (21 days prior to arrival) Once the reservation is paid for, it becomes NON-REFUNDABLE, and cannot be cancelled with refund.

**\*\*ANY CANCELLATIONS OUTSIDE THE CANCELLATION PERIOD ABOVE WILL RESULT IN A \$45.00 PROCESSING CHARGE TAKEN FROM THE SECURITY DEPOSIT\*\***

20. Group rates: Ball teams, weddings, etc. in which several rooms are booked for a group rate. Upon booking each registered guest will be charged a \$250.00 deposit. 60 days prior to arrival 50% of the reservation balance will be due. Cancellations within 60 days of check in will forfeit all money paid.
21. Security deposits are refunded to the credit or debit card originally charged within 14 days of the departure day. If you have not received the security deposit refund on the 14<sup>th</sup> day after your stay email us at [info@panamacitybeachvacations.com](mailto:info@panamacitybeachvacations.com) Do not call regarding deposit refunds we will need email documentation.
22. Keep balcony doors closed when the air conditioner is running. If you freeze the unit during your stay you will be charged for a \$100.00 service call from your security deposit. If you want to open the balcony doors simply turn off the air conditioner.

NOTICE: By booking and placing the security deposit you are agreeing to our rental conditions and entering into a binding agreement with Panhandle Property Management. Prior to booking please know that Panhandle Property Management accepts all payment forms **except** American Express. If paying for your stay with a credit or debit card there will be a 3% upcharge for processing fees. There are no processing fees charged on the security deposit.