



1. **CHECK-IN TIME STARTS AT 4PM EST AND CHECK-OUT ENDS AT 10AM EST.**  
**NO Early Check-in or late Check-Outs permitted unless approved by management. After 10AM the Fine is \$50 per person per hour.**
2. **RESORT FEE** - Covers resort amenities, parking pass (1) per bedroom, property inspection, starter supplies, bed and bath linens, 24hr call service and our Damage Protection Plan.
3. **DAMAGE PROTECTION PLAN** - The protection will cover up to \$1,000 for **reported** accidental damage with a \$50.00 deductible. **ALL Damage must be reported before your departure.** The protection plan does not cover malicious or intentional damage. Guests will be responsible for any expense more than \$1,000.
4. **TRAVEL INSURANCE – HURRICANE, STORM & COVID POLICY** – NO REFUNDS will be given; we highly recommend you purchase Travel Insurance. Regarding specific coverage questions, please visit this website for details: <https://www.redskyinsurance.com/products/sun-trip-preserver/>
5. **PAYMENTS - ALL PAYMENTS MUST BE MADE IN U.S. FUNDS** and by ONE person in the party.
  - Reservation deposit of 25% is due immediately to bind this rental agreement.
  - All reservations are subject to management review for approval and can be declined for any reason.
  - Full payment is due forty-five (45) days from arrival.
  - Please make payments in the form of major credit cards (excluding AMEX) or check.
  - If paying by check please make payable to: **Luxury Rentals of HH**  
**PLEASE write your *Date of Stay & Rental Property Address* on check!**  
Please mail payments to:  

[Luxury Rentals of Hilton Head](#)  
[62C New Orleans Road](#)  
[Hilton Head, SC 29928](#)
6. **CANCELLATIONS** – Cancellations that are made more than ninety (90) days prior to the arrival date are subject to a **10% Cancellation Fee based on Rental Fee AND Forfeiture of the Resort & Convenience Fees.** Cancellations within 90 days of arrival **FORFEIT ALL** funds collected. However, **you may purchase Travel Insurance to protect you from unforeseen events that impact your travel.** Early departure does not warrant any refund.
7. **MONTHLY RESERVATIONS and CANCELLATIONS** – Monthly rentals require a 25% deposit. Changes that result in a shortened stay must be made at least 120 days prior to arrival date. Cancellations outside of 120 days from arrival will result in **FORFEITURE of 50% of the deposit AND Forfeiture of the Resort & Convenience Fees.** Cancellations within one hundred twenty (120) days **FORFEIT ALL FUNDS RECEIVED. You may purchase travel insurance to protect you from unforeseen events that impact your travel plans.** Early departure does not warrant any refund. Anyone requiring mailbox service must contact the local post office. We do not have access to the mailboxes onsite.
8. **PETS – AT THIS TIME NONE OF OUR PROPERTIES ARE PET FRIENDLY.** If pets are in the property, we have the right to remove you from the property and retain all rents collected.
9. **PROPERTY OWNER RIGHTS TO CANCEL** – under these terms the owner of the property reserves the right to cancel any reservation within 7 days of the initial payment so long as the arrival date is greater than 90 days from the initial payment date. In such an event all funds will be refunded to you at no charge.
10. **PARKING PASSES** – For properties that require car passes, it is based on 1 pass per bedroom (maximum of 6 passes total for homes) per week. **Reissued parking passes are \$30 each.**
11. **NO SMOKING/NO VAPING** - If signs of smoking are found inside any property, \$150 will be charged to the credit card on file for the reservation. Smoke outside ONLY.

12. **MINIMUM AGE REQUIREMENT** - We will **NOT rent to anyone under 28 years of age**. If it is determined that we have been misled, we have the right to remove you from the property and retain rent collected.
13. **PROPERTY USAGE - No property shall be used for any other purpose than that of a family vacation or business trip**. No weddings, parties or large gatherings of any sort will be allowed.
14. **POOL/HOT TUB HEAT** - Single Family Homes – Pools are cleaned Wednesday and Saturday from April to September and on Saturdays all other times. If a storm is the reason for a request for an additional clean, then **you will be billed for the extra clean at \$65**. The timing of this clean is solely controlled by the pool company and not LRHH.  
**POOL HEAT** - Pool/Hot Tub heat is available at an additional charge. Due to unforeseen mechanical problems with heating equipment no adjustment will be made to the processing fee or the rental fee for the property. Heat is based on propane usage with a nonrefundable **\$375** (+ cc charge if applicable) minimum charge. This covers 60 gallons of propane and a \$75 processing fee. The propane meter is read at the time the system is turned on and again the day of check out. The use is determined by calculating the amount of gas used in the tank and multiplying that by \$5.50 per gallon. **Any usage over the minimum will be charged to your credit card within 7 days of your departure**. No refunds for any unused portion of the propane fee. By ordering and paying for this service you understand that, depending on the time of year, **propane usage can be significant, and charges can range as high as a \$1,000 or more**. The "average" winter weeklong rental cost is about \$650.  
**HOT TUB HEAT** In the high summer season from Memorial Day to Labor Day the Jacuzzi heat is FREE. All other times it is **\$400 for a maximum of 7 days**.
15. **NO DAILY MAID SERVICE** - Linens and bath towels are included in the unit, but daily maid service is not included in the rental rate, however it is available at an additional rate. **Bring beach towels**.
16. **ALTERATIONS or CHANGES TO PROPERTY** - we strongly recommend you and your guest not move any of the furnishings, equipment, or fixtures in the property. **If any furniture item is moved and not returned to its original location prior to departure you will incur a minimum \$45 charge**. Any use of tape, nails, staples, push pins or any similar product on any interior or exterior walls is strictly prohibited. Should damage occur from such actions you will be responsible for any repair cost required to return any area to its original condition.
17. **TV & AUDIO EQUIPMENT** - Any changes or modifications to the AV equipment will incur the cost of professional technicians to repair any issues. **DO NOT ALLOW ANYONE TO ADJUST THE AUDIO AND VIDEO COMPONENTS!**
18. **EXCESSIVE TRASH** - While we understand you are paying for the use of the property, excessive trash and misuse of any property will not be tolerated. All trash is to be bagged and placed in the outside garbage **prior to departure**. Any property found to have excessive trash or misuse is subject to a \$75 per hour fine for cleanup and banned from returning for any use of any of our properties.
19. **REPAIRS** - Problems are corrected as soon as possible. Agent or an authorized employee or repairman may enter the premises during business hours for any purpose connected with the repair, care, or maintenance of the premises. Refunds will not be issued due to malfunctioning equipment or other guest dissatisfaction unless the problem persists for more than 2 business days. **ALL ISSUES MUST BE REPORTED AS SOON AS THEY OCCUR**.
20. **LOST & FOUND** - We are not responsible for any items left behind. Agent will make every effort to find and return any lost or left behind items at guest's expense. **Returning Item** - There is a \$35 fee for handling, plus postage.
21. **FIREWORKS** - Strictly prohibited in Beaufort County/Hilton Head Island.
22. **WRITTEN EXCEPTIONS** - Any exceptions to the above-mentioned policies must be approved in writing in advance.

**I hereby give permission to charge my credit card for the amounts above.**

**I agree that all rental monies are only refundable per cancellation policy above.**

**I have read my rights to purchase travel insurance.**

**By Clicking "I Agree" I agree to all terms and conditions of this agreement.**

***\*Any payment of funds for this reservation constitutes acceptance of all the terms and conditions set forth in this contract. Every reservation requires a valid credit card to be placed on file for any incidentals regardless of payment option chosen.***

62C New Orleans Road    Hilton Head Island, SC 29928    843.384.9955