



Reservation ID #: \_\_\_\_\_

Renter's Last Name: \_\_\_\_\_

Date of Arrival: \_\_\_\_\_

**SEASHORE PROPERTY MANAGEMENT**  
**Seashore Management, LLC**  
**Short Term Rental Contract & Policies**

WELCOME TO SEASHORE PROPERTY MANAGEMENT. WE HAVE SET FORTH HEREIN ALL THE TERMS AND CONDITION OF PROPERTY RENTALS. PLEASE READ CAREFULLY AND SIGN AND INITIAL WHEREVER INDICATED.

**1. PAYMENT/BALANCES DUE:**

For reservations made **PRIOR to January 1, 2013** a \$100 nonrefundable deposit must be made at the time of booking by MasterCard or Visa. A 25% deposit must be received within 2 weeks of the reservation date. An additional 25% would be due by **January 15<sup>th</sup>, 2013**, and the **FINAL** payment must be received no later than 30 days prior to your reservation. For reservations made **AFTER Jan. 1<sup>st</sup>, 2013**, a \$100 nonrefundable deposit must be made at the time of booking by MasterCard or Visa. Then a 50% deposit must be received within 2 weeks of the reservation date, and the remaining balance will be due no later than 30 days prior to your reservation. **The only exception to this is if return renters wish to rebook they can hold their week for \$100.00 nonrefundable payment at the time of booking. 25% of their total balance due must be received no later than 2 weeks of the reservation date. An additional 25% will be due no later than January 15, 2013. All final payments will be due no less than 30 days prior to your arrival.** A \$50 late fee will be assessed for all late payments. Payment must be made by Personal check, Bank Check or Money Order (IN U.S. FUNDS) unless approval to use a credit card is received. The reservation may be cancelled without further notice if payments are not received by SPM when due. **Please include a copy of your signed contract with the Reservation ID # noted along with your first payment. Mail payments to: Seashore Property Management, 937 Portland Road, Suite E, Saco, Maine 04072.**

**2. CLEANING:** Guests are responsible for leaving the property in good order before departure for the next guests. Guest shall leave all doors and windows locked and make sure the heat and lights are turned off upon checkout. **With limited time available between guests, tenant is required to complete the following:**

- Return furniture to original location
- Wash and put away all dishes including those in dishwasher.
- **Remove all food and trash from home.**
- Place trash in plastic bags in proper receptacles as detailed in property rules.
- Appliances, counter and other surfaces must be wiped clean.
- Carpets and floors are to be broom cleaned of excessive debris.
- **Failure to complete the above will result in charges against the security deposit.**

\_\_\_\_\_ (Please initial) I have read and understand the above requirements regarding cleaning of the rental.

**3. SECURITY/DAMAGE DEPOSIT:**

**OPTION 1: Non-Refundable Security Deposit Damage Waiver fee of \$35.** This covers theft or damage to the rental unit as a result of your inadvertent acts or omissions up to \$2000.00. You must notify SPM of any damage or theft to the unit during your occupancy, or this plan is void. Payment of Damage Waiver will not



be accepted after you have occupied the unit. The units are carefully inspected after each rental. If you decide not to pay the Security Deposit Damage Waiver, a security deposit will be added to your final reservation payment.

**OPTION 2: A Security/Damage Deposit of \$500.00 paid in check or money order with your final reservation payment** is required on all properties to insure compliance with the Terms of Occupancy. The Security/Damage deposit is held until a determination of the condition and content of the rental property has been verified. Amounts will be released within 30 days of check-out after verification that no damage was incurred, or that additional cleaning has not been necessary. **NO PERSONAL CHECKS OR CREDIT CARDS ACCEPTED ON THE DAY OF CHECK-IN.**

**4. ADMINISTRATIVE/PROCESSING FEE:** All reservations require a NON-Refundable \$100.00 Administrative/Processing Fee to be paid with the first installment

**5. CANCELLATIONS: Monies received will be refunded ONLY if SPM is successful in rebooking the premises** for the same reservation period and the same rental amount. If SPM is unable to re-rent the cancelled period, the total rental charge will be due, with all advance rental payments forfeited.

**You've planned your vacation,  
NOW you can plan for the unexpected!**

### **Vacation Rental Insurance**

We are pleased to announce that we partnered with CSA Travel Protection to provide you with important insurance coverage, travel services and emergency assistance to take care of you while on your trip.

**Illness...medical emergencies...snow storms and other severe weather...delayed flights...lost medications or luggage.** Troubles can occur when you least anticipate them forcing you to cancel or interrupt your trip, lose your vacation investment, and incur unplanned expenses. And when you're away from home, it can be even more difficult to manage. CSA Travel Protection anticipates the unexpected so you don't have to.

### **On Demand Medical Care**

Immediate access to our network of physicians anywhere is like taking doctor with you on vacation.

- **Consult a Doctor™**  
Connect instant with our network of physicians for information, advice and treatment, including prescription medication, when appropriate. Save time and money and get back to enjoying your vacation.
- **No Out Of Pocket Medical**  
No claims to file! If you get sick or injured while traveling, we can get you to a trusted provider and even handle the payment for one time treatments up to \$1,000.

Plus, CSA Provides a Convenient 10-Day Free Look!

CSA stands behind their products and services. That's why a 10-day free look is offered on all travel protection plans. You'll have the ability to cancel your travel protection coverage within 10 days of purchase and receive a full refund if you aren't completely satisfied – as long as you haven't left for your trip.

**Insurance Coverage** (Underwritten by Stonebridge Casualty Insurance Company):

- Trip cancellation



- Trip interruption
- Travel delay
- Baggage delay
- Baggage and Personal Effects
- Emergency Medical or Dental Expense
- Travel accident
- Rental Car Damage
- Emergency Assistance (Emergency Medical Transportation)

***Please Note: Benefits and services are described on a general basis. See insurance certificate for complete details. This is not a contract of insurance. Check with CSA to verify specific coverage.***

Additionally, you'll receive other great assistance services, such as; 24/7 emergencies and travel assistance, concierge arrangements, roadside protect and identity theft resolution services, all provided by CSA's designated providers and experts in their fields.

#### Identity Theft Protection\*

- Identity Theft Recovery Services

Provides fast and responsive recovery support to victims of identity theft by contacting credit reporting agencies and providing coverage for costs to restore a victim's credit profile. Coverage and services apply for six months starting on your check-in date.

***\* Identity Theft Protection is only available to the primary person on the reservation, who must be a resident of the United States.***

#### 24-Hour Emergency Assistance Services

- Medical Referral
- Nurse Help line
- Traveling Companion Assistance
- Emergency Cash Transfer
- Locating Lost or Stolen Items
- Replacement of Medication and Eyeglasses
- Emergency Message Relay
- Pet Return
- Vehicle Return

#### Concierge Services

Provides assistance with arranging sporting outings, amusement park and entertainment ticketing, fine dining reservations, golf tee times and special events so that you can spend more time enjoying your vacation.

#### Roadside Assistance Services

Provides assistance with towing service, battery jump or other minor roadside adjustments, flat tire change, fuel delivery, winching/extraction, and/or locksmith services, you can drive to your destination with the peace of mind you are protected.



## Frequently Asked Questions about Vacation Rental Insurance

How do I obtain coverage?

It's easy, if you want to accept this coverage, please tell your rental agent to include the plan with the reservation.

How much does it cost?

This valuable coverage is calculated at only 6.95% of your trip cost, that's less than \$70 per \$1,000 at risk. We encourage you to protect your non refundable arrangements under the coverage as well, consider airline tickets, golf packages, rental car etc and remember to protect those too in case of cancellation. Without insurance, are you willing to lose it all?

Who do I call with questions about this plan?

Feel free to call CSA Travel Protection directly at (866) 999-4018. Thoroughly trained representatives are available to answer any questions you have about coverage or claims.

*Travel Insurance Is Underwritten By: Stonebridge Casualty Insurance Company, Columbus, Ohio; NAIC # 10952 (all states except as otherwise noted) under Policy Form series TAHC5000. In CA, CT, HI, NE, NH, PA, TN and TX, Policy Form series TAHC5100 and TAHC5200. In IL, IN, KS, LA, OR, OH, VT, WA and WY, Policy TAHC5100IPS and TAHC5200IPS.*

### 6. VACATION RENTAL INSURANCE

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 investment and force you to incur unplanned expenses. The insurance premium is 6.95% of the rental amount. We strongly recommend you purchase this valuable protection. If you have questions about CSA Vacation Rental Insurance coverage please contact the insurance provider at (866) 999-4018. If you choose not to purchase Vacation Rental Insurance, please initial the waiver below:

Do not enroll me for the CSA Vacation Rental Protection Plan, I understand that I am responsible for any and all penalties imposed. I will not have recourse for reimbursement in the event that I am unable to travel due to the covered reasons, I will also be responsible for making my own provisions in the event of an emergency while traveling. I accept that I am declining this coverage on behalf of my traveling party.  
Initials\_\_\_\_\_

Subject to the provisions of paragraph 5 & 6 of this agreement, any change or transfer of a confirmed reservation is subject to a \$50.00 Administrative Fee AND property owner approval. Owner has the right to refuse to authorize the change or transfer of a confirmed reservation.

**7. PETS:** MOST PROPERTIES DO NOT ALLOW PETS. Properties allowing pets require an extra pet security of \$150.00. Tenants must abide by all local pet regulations and leash laws. Tenant is responsible for any flea removal costs or pet caused damage and complete clean up of pet debris upon departure. Any pets found on a property that DOES NOT allow pets or has not been approved by SPM will risk immediate eviction with no refunds from the property and lose the full security deposit. Unless the circumstances make it unreasonable to do so, the pet policy will be waived for individuals with disabilities who need a service or assistive animal in order to have equal enjoyment of the rental premises. Service and assistive animals are exempt from the pet deposit.

**8. METHOD OF PAYMENT:** All rates quoted by SEASHORE PROPERTY MANAGEMENT are amounts payable in U.S. funds. Returned checks will incur a \$30.00 fee.

**9. CHECK-IN TIME for APARTMENTS and HOUSES (2:00PM-5:00PM)  
CHECK-IN TIME for CONDOMINIUMS (3:00PM-5:00PM)**



Check-in and key pick-up takes place at the SEASHORE PROPERTY MANAGEMENT office at 937 Portland Road, Saco, Maine 04072. **Early Check-In are NOT available. Please schedule arrivals accordingly.** If a guest is to arrive after 5:00PM please call for special instructions on picking up your keys. SPM cannot provide a late check-in if guests have a balance due. **Guests shall not proceed to the rental property, including driveways; prior to check-In. Guest may be charged one additional day rental if property is occupied prior to Check-In. Keys are not released until the specified check-in time. NO Exceptions!! Keys are to be picked up at SPM office located at 937 Portland Road, Saco, Maine.**

**10. CHECK-OUT TIME (10AM SHARP):** Check-Out and vacating the property completely on the day of departure is **10:00 a.m.** Guest will be charged one additional day rental if property is not vacated by Check-Out time. All property keys must be returned to Seashore Property Management office. There is a **\$25.00** charge for lost, missing or keys not returned to SPM by **10:00 a.m.** on the day of departure. Charges for non-returned keys will be deducted from guests Security/Damage deposit.

**11. TRASH REMOVAL:** Guests are responsible to follow house rules for trash removal and place sealed, bagged trash in containers for weekly trash removal per property rules. **Trash not sealed and not placed in plastic bags or in designated areas will result in extra charges.** \_\_\_\_ (Please Initial).

**12. DEPARTURE REQUIREMENTS:** The rental property is to be left generally clean and all bagged trash removed and stored in trash receptacles provided by the owner and taken to designated pick-up areas. All kitchen equipment and utensils are to be cleaned and stored away. All floors are to be broom clean. Any furniture or bedding should be in a neat and tidy order.

**13. SUBLETTING PROHIBITED:** Guest acknowledges that the rental property may not be sublet. Subleasing shall immediately void any rental agreement with no refund due to guest.

**14. GUEST/OCCUPANCY:** Occupancy (including small children, infants and visitors) is not to exceed the cited amount in your lease. Overcrowding is a violation of the lease and you may be asked to vacate the premises or incur added charges.

**15. HOUSEPARTIES/QUIET HOURS:** House parties and large gatherings exceeding maximum occupancy are prohibited. For guest's enjoyment and the enjoyment of others, please respect quiet times between 10PM and 8AM.

**16. PARKING:** Parking is limited to the number specified on this contract. Do not exceed the number of vehicles each property will accommodate. Excess vehicles on property are subject to removal at guest's expense.

**17. ITEMS NOT FURNISHED: The rental property will not have linens, towels, and soap or paper products unless otherwise noted.** \_\_\_\_\_ (Please Initial) Pillows and blankets are supplied. (EXTRA) blankets and pillows are not supplied.

**18. ACCOMMODATIONS:** Accommodations range from luxury homes to very basic cottages. All properties are privately owned, individually furnished and equipped for housekeeping with basic items such as pillows, blankets, cookware, flatware and dishes. Other small appliances, fans, beach chairs, grills, radio, air conditioning, etc., may or may not be provided. SPM is unable to provide additional furnishings or appliances.

**19. CAMPERS/MOTORHOMES/TENTS:** No Parking of campers, motor homes or the use of tents is allowed on rental property. Strictly enforced!

**20. TELEVISIONS:** Cable service varies from (basic 10+/- channels) to (expanded 40+/- channels).

**21. GAS GRILLS AND CHARCOAL BBQS ARE NOT ALWAYS PROVIDED:** Properties that include gas or charcoal grills provide gas tanks and cooking surfaces ONLY. **CHARCOAL IS TO BE PROVIDED BY GUEST.** Outdoor cooking is allowed, except in certain condominium complexes. Fireplaces are not to be used. ALL cooking surfaces must be left clean by guest upon departure.

**22. CAMPFIRES:** Campfires are prohibited. **NO EXCEPTIONS.**

**23. MECHANICAL & APPLIANCE FAILURE:** Seashore Property Management will use its best efforts to have mechanical (water, septic, electrical and plumbing) and appliance failures corrected as soon as possible but cannot control the scheduling of outside service contractors. **NO REFUNDS** will be made for appliance(s) or mechanical failures or breakdowns. SPM shall have the right to arrange, inspect and make repairs during



rental period. Guest will be charged for unnecessary maintenance and service calls or repairs caused by abuse beyond normal wear and tear.

**24. REFUND OR REBATES:** NO refunds will be made for the malfunction of appliances or other equipment.

**25. CONSTRUCTION:** As our area continues to grow we cannot predict when or where new constructions will begin. We have no control in these situations, and cannot move or offer refunds on confirmed reservations.

**26. PROPERTY RESERVED:** Each rental property is privately owned and reflects the owner’s personal taste. Property reserved is represented by SPM as realistically as possible with regard to space, physical size and comparison.

**27. COMMUNITY RULES/REGULATIONS:** Individual communities have rules and regulations that are part of the guests Terms and Conditions of Occupancy. Community rules that apply are provided to tenant at check-in, or may be requested prior to occupancy.

**28. UNFORSEEN CIRCUMSTANCES:** If the rental property becomes unavailable or uninhabitable, SPM reserves the right to move a guest to a comparable location accommodating the same number of persons and within the same price range. SPM cannot guarantee availability or comparability of other properties. Owner and SPM are not liable for any acts of nature or major mechanical failure that would prohibit or limit the use of a property.

**29. LIABILITY:** Tenant and guests hereby agree(s) to make restitution for and hold and save harmless Seashore Property Management their employees, and the property owner from loss, damages, claim, demand, suits, judgments, liabilities or any cause whatsoever, which the owner or Seashore Property Management would be otherwise held responsible for arising from any injury or death to persons or property, or any claim on account thereof resulting from Tenants use of the premises or Tenants failure to comply with this agreement, either in or about the occupied property or elsewhere.

**30. GUEST RESPONSIBILITY:** The guest whose name appears on the confirmation is responsible for all terms and conditions set forth in this document for them, their guests or others they may have on the vacation rental property during their term of occupancy.

**31. VIOLATION OF TERMS OR CONDITONS OF OCCUPANCY:** When guests violate(s) any of the terms of occupancy, property rules, community rules or regulations, the guests may be asked to vacate the property by SPM, a charge against the security deposit may be incurred and NO refund shall be due to guests.

*Please review all terms and conditions of occupancy.*

*These terms apply to all properties and are not subject to modification.*

**GUEST AGREES TO ABIDE BY THESE TERMS OF OCCUPANCY**

**UPON TENDER OF ANY PAYMENT.**

**SEASHORE PROPERTY MANAGEMENT AGREES TO MAKE PROPERTY AVAILABLE SUBJECT TO THE TERMS AND CONDITIONS OF OCCUPANCY AND RENTAL CONFIRMATION SUPPLIED TO GUEST.**

**PLEASE SIGN, DATE AND RETURN  
BACK TO OUR OFFICE WITH THE STATED DEPOSIT  
(Please include cell phone numbers and email address)**

**Reservation ID #:** \_\_\_\_\_

(The Reservation ID # can be found on your confirmation information or on your E-mail reply)

Renter’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Cell Phone#: \_\_\_\_\_

Much of our correspondence and reminders are handled via E-mail. If you have an Email address, please provide it.

Email Address: \_\_\_\_\_



**Security/Damage Deposit:** (Please initial one of the options below):

\_\_\_\_\_ Option 1: The cost of \$35 for the Security Deposit Damage Waiver is included in your Total Cost. This non-refundable deposit covers up to \$2000.00 in damage (See Section 3 of your Rental Contract entitled **Security/Damage Deposit**). If you do not want the Damage Waiver, the adjusted final balance will include the **\$500 Security/Damage Deposit**.

\_\_\_\_\_ Option 2: Please initial here if you wish to pay the \$500 refundable Security/Damage Deposit.

***Please make checks payable to:  
Seashore Property Management  
937 Portland Road, Suite E  
Saco, Maine 04072***

***Phone: 207.934.3400***

***Fax: 207.602.6206***

***E-Mail Address: [Rentals@seashorepropertymanagement.com](mailto:Rentals@seashorepropertymanagement.com)***

***Website: [www.seashorepropertymanagement.com](http://www.seashorepropertymanagement.com)***

