



# The Sand Ridge CABIN RENTALS

## Guest Rental Agreement

If reservation is made via telephone, please fill out the agreement form below by initialing at the bottom of each page on the right hand side where indicated by "Renters Initials" and sign the last page where indicated. Please submit it back to us by either fax at 478-469-3038 or via e-mail at [tara@thesandridge.com](mailto:tara@thesandridge.com). We must receive this agreement form in order to complete and confirm your reservation.

If reservation was made through our online reservation system please read this document entirely and check the small box in the right hand corner of each page of this Agreement. By doing so, it is understood and agreed that you agree by all of these terms and conditions. You are not required to print out this form and return to our office initialed and signed, however, please feel free to print a copy of this for your records.

This agreement constitutes a contract between the guest(s) and The Sand Ridge Management Group d/b/a The Sand Ridge Cabin Rentals, as Agent/Broker

### RESERVATION PAYMENT REQUIREMENTS - 1st Nights rental fee required in advance to hold

reservation. The 1st night's rental must be held by a credit card only. Balance of ALL rental monies must be paid prior to your rental check-in date. Unless otherwise outlined below, the balance of your rental must be paid within 7 days prior to your check-in date. If balance is not paid by this deadline, your reservation will not be held. Payment of the balance is accepted in the following: personal check, certified funds, traveler's checks, Visa, MasterCard, Discover, and American Express. If you send a check or money order, please leave some time for the delivery of it via U.S. mail. Personal checks must be confirmed to have cleared the bank requiring it to be received and processed by The Sand Ridge Cabin Rentals within 14 days prior to your rental reservation date.



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Please reference cabin name on your check or money order when submitting.

Payment should be mailed to:

*The Sand Ridge Cabin Rentals*

162 Rabbit Run, Kite, GA 31049.

To pay the balance of your rental in full by credit card, you can submit payment via our online form called "Pending Reservation Payment" under the "Reservations" menu found on our website [www.thesandridge.com](http://www.thesandridge.com). Rental Guest understands that Agent/Broker will accept only responsible adults over the age of 21 years old ONLY!

### CHECK-IN TIME IS 3:00 PM - NO EXCEPTIONS!

Check-in is at the *The Sand Ridge Cabin Rentals* office located at 162 Rabbit Run, Kite, GA 31049.

Keys are NOT available until the property is ready for occupancy! Policy is strictly enforced! Agent/Broker will use its commercially reasonable efforts to have the Premises ready for Guest occupancy at noted check-in time, but Agent/Broker cannot guarantee the exact time of occupancy due to possible previous rentals resulting in possible cleaning conflicts.

### CHECK-OUT TIME IS 11:00 AM - NO EXCEPTIONS! - Check-out also takes place at our office and

is strictly enforced so that the Agent/Broker has adequate time to prepare the rental property for the next scheduled guest. Please leave the keys on the table in cabin or return keys to the *The Sand Ridge Cabin Rentals* office. If on the weekend or after hours, leave the keys on the table in cabin or place the rental key in the locked portion of the log cabin drop box located outside on the front porch of our office.

**CANCELLATION** - If Guest(s) cancels less than thirty (30) days prior to the check-in date, the Guest(s) advance payment will be forfeited. Absolutely, No Cash Refunds will be made at ANY time! (For a refund of money, the cancellation must be in submitted and received by the *The Sand Ridge Cabin Rentals* office at least 30 days prior to check-in date.)



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The receipt of the cancellation must be via certified mail to:

The Sand Ridge Cabin Rentals

162 Rabbit Run, Kite, GA 31049

**RESERVATION CHANGE FEE** - All changes must be made prior to the cancellation expiration time period. All changes must be made prior to thirty (30) days of the arrival date. Agent/Broker may review cancellations that are requested 13 days or less from check-in date and the approval of such rescheduling is at the sole discretion of the Agent/Broker. There is NO guarantee that the request to reschedule the rental will be approved, so please do not expect it!

**RETURNED CHECKS** - A \$35.00 service charge will be incurred for any returned checks.

**SECURITY DEPOSIT PROTECTOR FEE** - Each reservation will be charged a fee of \$45.00 for the purchase of the Security Deposit Protector policy. This will cover damages to the property up to a maximum of \$1,500.00. Should damages occur greater than that amount then the guest will be responsible for such charges and charges will be applied to the credit card on file for the guest. The Security Deposit Protector policy is voided for intentional acts of an Insured as well as gross negligence, willful and wanton conduct by an Insured. These occurrences will result in the renter being charged in full for any damages.

**CUSTOMER SERVICE** - After your reservation has been made, please feel free to contact our office with questions via phone at 478-469-3038, via fax at 478-469-3038 or via email at [tara@thesandridge.com](mailto:tara@thesandridge.com). We will be happy to assist you and hope to make your stay a memorable one!



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**CONFIRMATION** - Confirmation of the reservation will be sent via mail, fax, or e-mail to Guest(s). The e-mail is the preferred confirmation method due to cancellation time frames and deadlines. Please read the confirmation for accuracy of dates, mailing address, phone/e-mail contact information, and accommodation request. Any errors must be directed to The Sand Ridge Cabin Rentals within 3 days of receipt of confirmation.

**KEYS** - All keys must be returned to the *The Sand Ridge Cabin Rentals* office at time of Check-Out. Guest(s) are issued one set of keys at check-in unless arranged otherwise between Guest(s) and Agent/Broker. The properties are privately owned and Guest(s) are responsible for lost, misplaced, or stolen keys. The property must be re-keyed in the event that key(s) are lost, misplaced, stolen or not returned for any other reason. The Guest(s) will be responsible for cost thereof at a minimum of \$75.00.

**LOCKOUT POLICY** - In the event a Guest(s) is locked out of a property, the Guest(s) can borrow a key by coming to the *The Sand Ridge Cabin Rentals* office. After business hours, the Guest(s) must call the *The Sand Ridge Cabin Rentals* Emergency Cell Number (478)455-2215. A representative will assist the Guest(s) by providing a spare set of keys. A charge of \$25 is payable for obtaining the key(s) after business hours. If an agent is not available for late after hour calls, 11 o'clock PM, the assistance of a locksmith will be required. The Guest(s) will be responsible for all costs thereof.

**SATELLITE/CABLE TELEVISION** - All properties are privately owned and have different subscription packages for cable and/or satellite(s). Agent/Broker does not guarantee any programs or events.

**PHONE CALLS** - There are no land lines in either of the cabins.

**FIRE PLACES** - Fireplaces are available in many, but not all, of the cabins that are offered through our rental agency. Please confirm the information with the *The Sand Ridge Cabin Rentals* staff.



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**FIREWOOD** - Rental Properties are provided with firewood for inside Fireplaces. Firewood is not provided specifically for any Outdoor Fireplaces, Fire Pits, Campfires, or similar use. The Firewood purchased and left at the cabin for the use of the Indoor Fireplace is not to be used for the Outdoor Fireplaces, Burn Pits, Camp Fires, Fire Pits, or similar. Due to the large volume usage of Firewood with exterior Fireplaces, Camp Fires, Fire Pits, or similar Guest(s) should stop at a convenience store or grocery store and pick up some additional Firewood to bring to Property if an outside fire will be planned.

**SMOKING** - Smoking is not permitted inside ANY cabin!!! ONLY, Outside smoking is permitted. Please DO NOT litter! There will be a \$100.00 charge for anyone that is found to smoke inside a cabin.

**ALCOHOLIC BEVERAGES** - No drinking of alcoholic beverages by persons under the legal age of twenty-one (21) is allowed in any rental property. Should a Guest(s) or guest of Guest(s) be arrested for under age drinking or use of any illegal activities while at the rental property, or should Agent/Broker observe a Guest(s) or guest of Guest(s) under the age of 21 consuming alcoholic beverages or performing illegal activity, this rental agreement will be terminated and the Guest(s) evicted at the discretion of the Agent/Broker. Illegal drug use is strictly prohibited. Kegs are not permitted on any property. The local police authorities will be contacted should Agent/Broker have to enforce any of the above herein mentioned activities.

**PETS** - NO PETS are allowed in any of the cabins.

**HOMES ~ FURNISHINGS ~ EQUIPMENT ~ ETC.** - All cabins are privately owned property furnished and equipped by its OWNER. As such, Agent/Broker cannot make any changes to the furnishings or equipment provided by the owner. If Guest(s) requires special appliances or equipment, please bring them with you



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or make arrangements with the **The Sand Ridge Cabin Rentals** staff prior to arrival.

The Decor, style, and color of each rental property will vary. Furnishings are subject to change without notice.

Under no circumstances is furniture, bedding, mattress pads, utensils or any other item supplied with the rental property to be taken out or transferred from one property to another rental property. Such behavior will result in a charge to the Guest(s). Moving of furniture is prohibited and any evidence of such will result in a charge against Guest(s). Loss of these items, as well as damage to the property or furnishings, in excess of normal wear and tear, will be charged to Guest(s). In certain areas of each rental property, there may be locked locations used by the property OWNERS for personal storage and are not included in this rental.

**LINEN** - A basic supply of linens is provided in each property. Bed linens and bath towels are not changed during your stay. In addition to, the startup set of bath soap, toilet tissue, paper towels, and trash bags are not replenished during the rental. No housekeeping is provided during the Guest(s) stay until time of check-out.

**LISTINGS & PRICING** - Information regarding individual listings is believed accurate but cannot be guaranteed. We have made every effort to ensure that all the information on Agent/Broker website(s) is current and accurate. The possibility of errors and omissions exists. Our staff will be happy to confirm all data and information contained herein or will be glad answer any questions you may have prior to booking your reservation. Cleaning fees are subject to change without notice.

**RATES** - Rates for Nightly and Weekly stays are shown on our website at [www.thesandridge.com](http://www.thesandridge.com). Rates do not include tax, cleaning fees, and Security Deposit Protector Fees and are subject to change without notice. Most properties require a two (2) night minimum year round and a three (3) night minimum on holidays. The exception to the minimum two night requirement may vary for holidays & special events or if approved by



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The Sand Ridge Cabin Rentals.

**DOUBLE BOOKINGS** - Double bookings are rare but possible. In the event that the Guest(s) reservation for the rental property overlaps or matches the reservation of another tenant, Agent/Broker reserves the right to relocate Guest(s) to a different rental property. Said property could be within the Agent's rental program or that of another company if needed. However, every effort will be made to ensure that the replacement property is reasonably comparable to the original rental property booked. Agent/Broker shall have the sole right to select such replacement rental property for bookings. Agent/Broker agrees to pay any additional charges due in excess of the rental amount for the rental property, and refund any amounts paid by Guest(s) in excess of the replacement property rental amount. Guest(s) will have the option to (1) accept the replacement property or (2) reject the replacement property and receive a refund of all rents and fees paid for the rental property. Guest(s) agree that the choice between these alternatives will be Guest(s) sole remedy for any and all damages, liability, or inconvenience arising out of the double bookings.

**CLEANING REQUIREMENTS** - Guest(s) are required to leave the property in the same general condition it was when Guest(s) arrived. Dishes should be clean and left in the dishwasher but beds do not need to be made. Agent/Broker will clean the subject property and is responsible to dust, vacuum, sanitize, and clean all towels and linens upon your departure. If additional cleaning is required, appropriate charges will be charged to the credit card number on file. Guest(s) is responsible for any damage, abuse, excessive cleanup requirements, or loss caused by any member of the Guest(s) party to the property or its contents during occupancy. The Sand Ridge inspector(s) walk through each rental property after checkout to ensure the property is left in good and proper order. Agent/Broker will make the final determination of the necessity of any charges to the Guest(s) if necessary.

**CHECK OUT PROCEDURES** - The following items must be complied with before check-out:



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- (a). Dishes, Pots, Pans, Silverware, and Utensils must be washed and left in the dishwasher or drainer. The stove/oven shall be left in clean condition.
- (b). Refrigerator should be left clean and free of all food, beverages, and contents.
- (c). Windows and doors must be left closed and locked with the air conditioner on 80 degrees or heat on 55 degrees (depending on the outside temperature).
- (d). All trash must be bagged and put in outside garbage cans provided to Guest(s). If you exceed the trash capacity available in the trash cabins at your cabin: **(Option 1)** you are responsible for taking the excess trash, as there are trash stations around all areas of the county. You may find these trash station locations noted with information and/or directions to them in the Property Information Binder that is in each of our rental properties. **(Option 2)** you may call The Sand Ridge Cabin Rentals for a special trash pick up, if available at the time of call, that may be charged to the Guest(s) rental.
- (e). All litter, cigarette butts and pet waste must be picked up from the yard, front and back, bagged and placed in the outside garbage cans tied securely in trash bags.
- (f). Property should be left neat and in proper order (same condition it was when Guest(s) arrived).

**REPAIRS ~ SERVICE CALLS~ REFUNDS** - Agent/Broker can not guarantee against mechanical failure of heating, air conditioning, Hot Tubs, TVs, Satellite Receivers, VCRs, or other appliances or systems. Please report any inoperative equipment to the office immediately. Agent/Broker will make every reasonable effort to have repairs completed quickly and efficiently or may move Guest(s) to another rental property if possible and subject to availability. Should a repair technician make a call to a rental property unit and find that the equipment is in working order and the problem was due to the Guest(s) oversight or neglect, the charge for service will be at the Guest(s) expense. No refunds or rent reductions will be made due to failure of the appliances and/or equipment. All maintenance requests must be reported to the office between 9 AM and 5 PM. Guest(s) understands and agrees that Agent/Broker may enter the



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rental property at any reasonable time for the purpose of making any needed repairs. Please keep in mind that the property has been reserved and held for each rental guest and that others may have been turned away. Construction of new accommodations and attractions does occur in resort areas. Refunds or rate adjustments are not made for any inconvenience due to construction, road repair, or similar instance. Please DO NOT ask for refunds. ~ No refunds for early departures (fewer days than reserved) ~ No refunds will be given for delayed arrival ~ No refunds or rescheduling will be made due to inclement weather.

**TERMINATION BY OWNER/SUBSTITUTIONS** - Agent/Broker strives to comply with all reservation requests for specific vacation properties. However, due to ownership changes, properties being removed from rental use, mechanical problems, or other unforeseen circumstances, Agent/Broker cannot absolutely guarantee a specific rental property. Agent/Broker reserves the right to change assignments without notice or liability if the rental property becomes unavailable. When comparable accommodations are not available, Guest(s) will have the option of selecting from available properties at the published rate or receiving a complete refund of any monies paid.

**VACATION HOME UNDER CONSTRUCTION** - If Guest(s) have selected a rental property which is under construction, and the subject property is not completed prior to Guest(s) Arrival Date, Agent/Broker will use its commercially reasonable efforts to arrange for comparable accommodations at similar rental rates. If comparable accommodations at similar rents are not available, neither Agent/Broker nor Owner will be liable to Guest(s) beyond the obligation to refund to Guest(s) all payments made by Guest(s).

**ACTS OF GOD/CONSTRUCTION NOISE** - Neither Owner nor Agent/Broker shall be liable for events beyond their control which may interfere with Guest(s) occupancy, including but not limited to Acts of God, acts of governmental agencies, fire, strikes, war, inclement weather and construction noise from nearby sites. NO REBATE OR REFUND will be offered in these circumstances.



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**HOUSE PARTIES - ARE NOT ALLOWED!** - Guest(s) agree that more than the number of people stated on the lease shall not occupy the premises. If the rental property is occupied by more than the number previously stated, it will result in loss of total rent and/or additional charges Guest(s). Occupancy of premises shall not be such as to disturb or offend neighbors. The use of firearms or fireworks is strictly prohibited. Guest(s) certify that they have read carefully the limitations placed on the number of persons permitted to occupy the rental property selected, and agree to abide by such limitations: if not, Guest(s) will be asked to vacate the property which will result in loss of the total rental with NO refunds.

**RIGHT OF ENTRY** - Guest(s) agree that the Agent/Broker reserves the right to enter the rental property at anytime to investigate disturbances, check occupancy, check for damages, to make repairs, alterations or improvements thereto as Agent/Broker may deem appropriate. Agent/Broker may also enter premises to show property to prospective purchasers or guests.

**EXPEDITED EVICTION** - A material breach of this Agreement by Guest(s), which, in the sole determination of the Agent/Broker, results in damage to the Premises, personal injury to Guest(s) or others, a breach of the peace, a nuisance to others, or a violation of criminal law or local code, shall be grounds for termination of Guest(s) tenancy. Violation of any of the rules contained here in will result in IMMEDIATE EVICTION and forfeiture of rent. If the tenancy created hereunder is for 30 days or less, the expedited eviction procedures set forth will apply. Guest(s) may be evicted under such procedures if Guest(s): (i) holds over in possession after Guest(s) tenancy has expired; (ii) commits a material breach of any provision of this Agreement that according to its terms would result in the termination of Guest(s) tenancy; (iii) failure to pay rent as required by this Agreement, or (iv) has obtained possession of the Premises by fraud or misrepresentation. Any reservation made under false pretenses will result in forfeiture of advance



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payments and the party will not be permitted to check-in.

**INDEMNIFICATION AND HOLD HARMLESS** - Guest(s) agree to indemnify and save harmless the Owner and Agent/Broker(s) for any liabilities, theft, damage, cost or expense whatsoever arising from or related to any claim or litigation which may arise out of or in connection with Guest(s) use and occupancy of the rental property. This is including, but not limited to, any claim or liability for personal injury or damage or theft of property, which is made, incurred or sustained by Guest(s). The terms "Agent(s)/Broker(s)" and "Owner" as used in this Agreement shall include their heirs, successors in interest, assigns, employees, agents, and representatives where the context requires or permits. The terms "Guest(s)," "You," and "Your" as used in this Agreement shall include Guest(s) heirs, successors, assigns, guests, invitees, representatives and other persons on the rental property during Guest(s) occupancy (without regard to whether such persons have authority under this Agreement to be at the rental property), where the context requires or permits.

**DISPUTES** - This Agreement shall be governed by and interpreted in accordance with the laws of the State of Georgia, and shall be treated as though it were executed in the County of Emanuel, State of Georgia. Any action relating to this Agreement shall be instituted and prosecuted only in the Emanuel County Superior Court, Georgia. Guest(s) specifically consents to such jurisdiction and to extraterritorial service of process.

**The Sand Ridge Cabin Rentals RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE -**

All rental properties are leased without regard to race, color, religion, sex, national origin or handicap. Due to liability issues, we are unable to provide prospective renters with keys to preview properties.

**VIOLATING AGREEMENT-** If Guest(s) violates any of the conditions of this Agreement; Agent/Broker



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may terminate this Agreement and enter Premises. Upon notice of termination of this Agreement, Guest(s) shall vacate the Premises immediately and forfeit all rents.

### CREDIT CARD GUARANTEE -

I, \_\_\_\_\_, am providing my credit card number as a guarantee to **The Sand Ridge Cabin Rentals**. I agree to pay all rent, accept all terms of the lease agreement, and accept all liability for any damage, beyond normal wear and tear, during the term of my lease with **The Sand Ridge Cabin Rentals**. If I fail to do so I understand that this cost will be charged to my credit card and all credit card sales are final!

**TAX EXEMPTIONS** - In order to be completely tax exempt from hotel/motel and state sales tax, a state, city, or county check must be presented 2 weeks prior to check-in along with your state, city or county tax exemption certification displaying you tax exemption number. The check must be made payable to **The Sand Ridge Cabin Rentals**.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Printed Name: \_\_\_\_\_

Rental Reservation Dates: \_\_\_\_\_

Cabin Name: \_\_\_\_\_