



## ALYS BEACH VACATION RENTAL POLICIES

Please inquire at 850.213.5555 or [rentals@alysbeach.com](mailto:rentals@alysbeach.com) if you have any questions regarding the following policies.

### Arrival and Departure

- Please check-in at the Guest Services Office located at 60 McGee Drive. You will receive an arrival email prior to your stay including directions to the Guest Services Office.
- Check-in begins at 4:00 P.M. CT. We provide amenity cards should you arrive prior to 4:00 P.M. CT. Please plan your travel arrangements accordingly.
- Check-out is by 10:00 A.M. CT. Please respect this time as we have other guests who are anxious to check-in and begin their vacation.
- Departure later than 10:00 A.M., which is not pre-approved, will result in additional charges of \$100 per hour up to the cost of an additional night.
- Late check-out may be arranged the day before departure only and is subject to availability as determined by Alys Beach management at that time.

### Guest Services Hours and Late Arrivals

Office hours are 8:00 AM to 5:00 PM CT seven days a week.

If your arrival will occur outside of office hours, please contact us in advance in order to make arrangements for a late check-in.

### Parking

- Parking is limited to two vehicles at each home.
- Reserved parking places may consist of garage parking or marked parking court spaces.
- Parking spaces along the streets are not assigned.
- Parking courts are reserved for owner and guest use only.
- Additional parking spaces may be found at the amphitheater or behind George's Restaurant.
- Parking passes are issued upon arrival. Please display them in your vehicle(s) at all times during your stay.
- Recreational vehicles, boats, trailers, or personal watercraft are not allowed to park on property without prior arrangement and only at the discretion of Alys Beach management.
- Golf carts, scooters and other small (low speed) motorized vehicles are prohibited at Alys Beach.

### Pets

Certain homes are designated as "dog-friendly". Dogs are the only pets allowed in these homes. Evidence or observation of a dog or any other pet in a non-dog-friendly home will result in an additional fee of \$1,200 to perform a hypo-allergenic clean by an outside company. Pets will be required to be removed from the property immediately.



### **Fees and Taxes**

All reservations are subject to a 1% Arts & Entertainment fee, \$25.00 per room, per night resort fee, and applicable taxes (7% state, 4% local).

### **Key Loss**

Guests are responsible for returning all keys to our office upon departure. A \$150.00 fee will be assessed for any key not returned.

### **Substitutions**

In the event that the home you selected becomes unavailable due to events beyond our control (i.e. damage, sale, or removal from the vacation rental program) we will make every effort to notify you in advance and will substitute a comparable home. If a comparable home is not available, you will have the option of selecting from available accommodations or receiving a full refund.

### **Occupancy / Use**

- Each home is limited to the number of occupants that the furnished beds will accommodate with the exception of small children or infants using cribs. Rollaway beds and inflatable mattresses are prohibited.
- Exceeding the maximum occupancy may result in the termination of your stay without refund or the requirement of an additional rental home charged in full.
- No weddings or other events may be held in the home during your stay.
- It is our policy not to rent to large groups such as prom, fraternity, school, or civic groups even if chaperoned. Only family groups are accepted in our rental homes unless approved in advance through Guest Services. We reserve the right to reject, cancel, or terminate reservations if made under false pretenses.

### **Home Furnishings**

- Each home is individually decorated and reflects the owner's taste in décor.
- We make every effort to represent each home accurately; however, furnishings are subject to change at any time.
- We strive to maintain each home in excellent condition. If you should encounter any problems with your home during your stay, please notify Guest Services immediately to rectify the situation.
- Each home is fully furnished including fully-equipped kitchens, washers, dryers, and linens.

### **Complimentary Items**

We offer complimentary wine and edible amenities, and an Alys Beach bag, as well as a starter supply of paper products, bath amenities, and cleaning supplies. Removal of non-complimentary items including, but not limited to the wine rack, glasses, cutting board, linens, housewares, and furnishings will result in a guest damage charge.

### **Housekeeping**

- A housekeeping departure clean fee will be charged to your reservation the last night of your stay.
- Additional housekeeping services during your stay may be arranged through Guest Services office Monday - Friday for a fee. Please make requests for additional housekeeping services prior to your arrival so that we may schedule staff accordingly. We cannot guarantee availability of labor for requests made during your stay, however, every effort will be made to accommodate you.



### **Weather / Hurricanes**

Refunds will not be given due to inclement weather except in the case of mandatory evacuation orders issued by the National Weather Service or Walton County authorities. In that event, only the unused portion of your stay will be refunded. Voluntary early evacuations will not be refunded.

### **Pool Alarms**

Some of our rental homes feature private pools in the courtyards. Florida State Law requires the installation of audible pool alarms on each exit point opening onto a space with a pool. They are loud by design and are there for the safety of the occupants. Please do not attempt to disable them. You will be charged any costs associated with repair or reinstallation of a disabled pool alarm.

### **Smoking**

Smoking is prohibited in all Alys Beach rental homes. Failure to follow this policy will result in a \$500.00 minimum charge for additional housekeeping and/or damages. Ash trays are not provided.

### **Courtyard and Pool Services**

While an undisturbed stay in your home is always our goal, please be aware that landscape and pool maintenance staff will need to access your courtyard for routine maintenance. You will be notified in advance of any maintenance that may occur.

### **Trash Services**

Trash is picked up each Tuesday and Friday morning. Our maintenance team will take care of pulling trash bins out and placing them back after service. Receptacles are located at the rear entrance of your home.

### **Noise / Nuisance**

We ask that each guest help us to maintain the beautiful environment of Alys Beach for the greater enjoyment of everyone. We ask that you:

- Do not hang wet towels or clothing on outside railings;
- Keep public pedestrian paths and sidewalks adjacent to your home free of clutter;
- Keep televisions and stereos at a reasonable volume level so that they are not audible outside of your home.

### **Construction / Listed Properties**

- Alys Beach is a growing community and as such construction is on-going. We do our best to minimize the impact of construction on the guest experience by informing them of active construction concerns in the immediate area of the home they reserve. We cannot, however, guarantee that no activity will be visible or audible due to the variable nature of construction scheduling.

### **Amenity Use**

*Caliza Pool, Community Center, Beach Access, Tennis Courts, Basketball Court, and Fitness Center*

- Use of amenities at Alys Beach is at your own risk. Every effort is made to maintain regular, posted hours of operation. However, occasional closures may be necessary. If an amenity is closed during normal operating hours, every attempt to make repairs will be made; however, discounts or refunds will not be given should they be inoperable during your stay.



- Access cards are issued upon arrival and are required for access to *Caliza Pool, Beach Access, Tennis Courts, Basketball Court, and Fitness Center.*
- Lifeguards are not provided in pool areas or on the beach.
- Caliza Pool is normally open daily from 9am – 7pm, except during certain special events
- The fitness center is open from 6:00 AM to 8:00 P.M daily for Alys Beach guests.
  - The Fitness Center is equipped with fresh towels and water.
  - Individuals must be 15 years of age or older to use the Fitness Center. Guests under 17 must be accompanied by an adult.
  - Please wipe down fitness equipment after use. Wipes are provided for your convenience.
  - Please do not remove towels or equipment from the fitness center.
- Tennis and Basketball courts are located at the north end of Castle Harbor Drive and are first-come-first-serve. Courts are open daily from 9:00 A.M. to 10:00 P.M. but may be closed due to inclement weather or for required maintenance. The tennis court restrooms are open during court hours.
- Beach restrooms are open 24 hours.
- Additional recreational services include: beach chair rentals, water craft rentals, bicycle rentals and beach bonfire set- ups. Please contact the recreation department at 850.213.5599 for pricing and more information.

### **Grills**

All homes are equipped with outdoor grills for your use. The grill in the Summer Kitchen in the Community Center is also available for all guests.

### **Lost and Found**

Although we cannot be responsible for items left behind, we will make every effort to locate and return items to you. Shipping charges may apply.

### **Length of Stay**

We require minimum stays based upon the season. Please visit [alysbeach.com/vacation-rentals](http://alysbeach.com/vacation-rentals) or contact Guest Services for specific home information and available dates.

### **Advanced Deposits and Payments**

A deposit of 50% for total room and tax is due at the time of booking. The remainder of the room and tax will be charged 30 days out from arrival date. Alys Beach accepts all major credit cards including Visa, MasterCard, American Express, and Discover.

### **Cancellation / Refunds**

- Cancellation up to 30 days prior to arrival date will result in 100% forfeiture of the deposit. Cancellation within 30 days of arrival date will result in forfeiture of the entire balance.
- Reservations may be cancelled within 24 hours of booking with no penalty.
- Any changes in accommodation, length or date of stay will be subject to the cancellation policy above. No refunds will be given for late arrivals or early departures.
- Any change in accommodation(s) is subject to our cancellation policy.



### **Age Limits**

No reservations will be made for anyone under the age of 25. The reservation must be made in the parent or guardian's name and they must physically occupy the home for the duration of the stay. Reservations made under false pretenses may be terminated without refund.

### **Damage Policy**

- Guests will be held responsible for damages to the home and its contents during the dates of their stay as determined by Alys Beach during the departure inspection. Guests are also responsible for replacement cost of items removed from the unit during the dates of their stay.
- During the first 24 hours of the stay you are encouraged to notify Guest Services of any pre-existing damages noted in the home to ensure that liability is correctly assigned.
- Please report any spills that could cause staining or other damages to Guest Services as soon as they occur. We will attempt to clean the spill or repair the damage in order to avoid significant charges to you for stain removal and/or replacement of items stained.

### **Mail**

Please alert Guest Services of any potential deliveries. Packages can be picked up at Guest Services Monday through Friday during business hours. If you plan on having mail delivered during your stay please use the address below:

Alys Beach Guest Services  
Attn: GUEST NAME  
60 McGee Drive  
Alys Beach, FL 32461

### **Disclaimers**

Alys Beach is the rental agent for each individually owned home. Alys Beach is not responsible for theft, destruction, accidental injury or gross negligence on the part of the guest. We are not responsible for errors that occur in printing of rates or descriptions.