

# **RULES & REGULATIONS**

## **PAYMENT POLICY**

Credit and Debit cards will be accepted. The use of a debit card may result in an immediate deduction from your bank account for your room rate, inclusive of tax, for all room nights plus \$300 for incidentals. All reservations are subject to a hold on your card of \$300 for any incidental damages caused by guests. If you are paying by cash, full payment is due at time of check-in, and a credit or debit card must be placed on file for incidentals. Management checks all rooms prior to arrival and after departure and reserves the right to charge guests for any and all damages to the unit beyond this limit.

## **CANCELLATION POLICY**

All bookings must be paid in full at the time of reservation. Notice of cancellation must be given to Management for your booking for a refund to be available. If cancelling 30 days or more in advance of a booking, 50% of your total stay may be refunded. If within 30 days of the time of booking, you may not be entitled to a refund. All bookings placed during a special may not be entitled to a refund.

## **FLORIDA STATE TAX EXEMPT**

If your reservation should be Florida State Tax Exempt, please send us the required documentation prior to arrival.

## **AGE REQUIREMENT & OCCUPANCY POLICY**

You must be at least 21 years of age in order to rent our units. A valid photo ID is required. Only the number of adults and children indicated on the registration forms are permitted on site. All visitors to guests must be registered with Matlacha on Shoreview.

Children are individuals 17 years of age or younger. Children must be monitored by adults at all times while at Matlacha on Shoreview.

## **ARRIVAL & DEPARTURE**

Check-in is at 3pm. Check-out is at 11am. Early check-in and late departures may be available for an additional fee at \$10/hour. We will ensure that the unit is clean upon arrival. Upon departure, please make sure the unit is broom clean and all linens are stripped from beds. Please do not leave dirty dishes in the sink. All trash must be placed in designated trash receptacles on site.

Self-parking is available in designated parking areas. Additional vehicle fees apply to 2<sup>nd</sup> vehicle and boat trailers at \$12/day. RV & Camper parking is strictly prohibited without prior approval. Additional fees apply. Room codes will be sent to the guest by noon on the day of check-in.

## **POOL & SPA POLICY**

No lifeguard is on duty, swim at your own risk. Matlacha on Shoreview will not be responsible for any injuries or deaths as a result of negligence. Please follow posted pool/spa signs located around the pool area. All children are required to be monitored at all times and may not be left unattended. No glass in the pool area.

No one under the age of 16 is allowed in the spa. Please follow posted pool/spa signs located around the pool area.

**PET POLICY**

Pets are welcome at our property. Pet fees are required for all pets. Pets are not permitted in common guest areas and must be leashed at all times. We offer a dog park on premises for those with pets to use – please clean up after them. We do not have breed restrictions, but we ask that all pets be well-behaved and non-aggressive. Aggressive or excessive barking pets will be asked to leave without refund.

Please do not leave pets unattended in units. Guests will be held financially responsible for all damage caused by pets.

**DOCK & BOAT SLIP POLICY**

All docks & boat slips are available for rent and are used at your own risk. Please call the office to discuss additional fees. Dock swimming is permitted but is at your own risk.

**QUIET TIME**

Quiet time hours are observed between 11pm and 7am. All guests must be registered at check in. Only registered guests are permitted in the unit being occupied during quiet time. If a disturbance is created as a result of a party or noise that disturbs other guests, all guests in the unit of the disturbance will be asked to leave Matlacha on Shoreview without a refund.

**SMOKING POLICY**

All guest units, patios, and common guest areas are non-smoking. There are designated smoking areas around the property. Smoking of any kind in any of our units is strictly prohibited. If smoking has occurred, a \$300 smoking fee will be assessed and charged to your account.

**RELEASE OF LIABILITY**

This property is privately owned. The Guest accepts these privileges with the understanding that Guest hereby releases Matlacha on Shoreview, its officers, and employees of liability for loss or damage to property of Guest and injury to Guest's person arising out of Guest's use of the property. Guest agrees to indemnify Matlacha on Shoreview, its managers, officers, and employees against claims resulting from loss or damage to property or injury to the person of any member of the family or visitor of the registered Guest arising out of the use of Matlacha on Shoreview.

**ACKNOWLEDGMENT**

By booking with us, all guests acknowledge these rules according to the rules and regulations on our website. Guests agree to abide by these rules and regulations while occupying any unit or facility at Matlacha on Shoreview property.

Date: \_\_\_\_\_

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

Signature: \_\_\_\_\_