

Rental Policies

Cancellation Policy

We cannot refund any advance payment for a canceled reservation unless the home is re-rented for the entire period and prepayment has cleared. We make every effort to rebook the property, however, if the home is not rebooked, you forfeit all monies paid. Once your reservation is confirmed (i.e. money deposited in the bank) any cancellations, changes of dates or switching of homes will invoke the cancellation policy. If a cancellation is successfully re-rented, all the rent and taxes will be refunded, less a \$100 cancellation fee. The cost of any travel insurance is not refundable.

Damage Waiver

Cottage Connections charges a \$50 nonrefundable Damage Waiver. The Damage Waiver protects you from the losses or damages to include real or personal property of the home owners located within the rental property during your occupancy. **The Damage Waiver does *not* cover negligence or willful and wanton conduct. You must notify our office of any damages or losses during your occupancy or the Damage Waiver is void.

Check-In Time

Cottage Connections has a check-in time of 4:00 p.m. CST. With the size and complexity of our homes, our housekeepers need every minute to ensure that your vacation home is clean. Please do not interfere with their work or pressure our staff to allow you entry before 4 p.m. It's a large job, and we all do our best to get you into a clean and inviting home. For security reasons, DO NOT ENTER THE HOME UNTIL AFTER 4 p.m. Off-season check-in times are negotiable and will be set at the discretion of the management company. A \$25 fee will be assessed for early check-in.

Check-Out Time

Cottage Connections has a check-out time of 10:00 a.m. CST. It is necessary for your party to vacate the premises by no later than 10 a.m. to allow ample time for our maintenance and cleaning staff to prepare for the next guests. Off-season check-out times are negotiable and will be set at the discretion of the management company. A \$25 fee will be assessed for late check-out

Payment Policy

Once you have made a booking you will have 10 days to make payment. We accept checks, Visa, MasterCard, and American Express. 50% of the total rental and fees is due to reserve your chosen property. The remaining balance is due at least 60 days prior to arrival date. Last minute reservations require payment in full at time of booking. There will be a non-refundable \$45 reservation fee added to each confirmed reservation. In the event your check is returned for any reason, a \$35 returned check fee will apply and reservation will be voided until satisfactory payment has been received.

Taxes

Indiana charges a 7% sales tax on all stays of less than 30 days. Further, there is a local Innkeepers Tax of 5% due for a total of 12% tax on all reservations of less than 30 days.

Leaseholder Responsibilities

Many of you will vacation with other family members or friends. Although only one member of your party will sign the lease, the leaseholder will be responsible for payment, deposits (including fees and taxes) and the condition of the property. Please read the lease agreement carefully before signing. Cottage Connections rents to family groups only. The leaseholder must be at least 25 years of age. Identification and proof of age must be provided upon request.

Occupancy

The occupancy of each house is specified in the house descriptions. This number is the MAXIMUM total occupancy. Children are counted in total occupancy unless they are under age two and normally sleep in a crib. Over-occupancy is a violation of your vacation rental agreement and will cause an expedited eviction.

Terms and Conditions

Upon making your reservation, a lease will be sent requesting your first payment (if not made at time of reservation), which amounts to 50% of your rent plus 12% tax and non-refundable administrative fees totaling \$95. We must receive a signed lease agreement and this payment within 10 days of the date you made the reservation. If you do not wish to purchase Trip Insurance coverage, you may delete the charge by initialing where indicated on the lease and excluding the insurance premium in your initial payment. (For coverage details, see the "Trip Insurance" section.) If payment is not received within 10 days, your reservation is canceled without notice and we will proceed in renting the property. We rent to family groups only and not to undergraduates.

The lease is a vacation rental agreement. The rights and obligations of the parties to this agreement are defined by law and include unique provisions permitting the disbursement of rent prior to tenancy and expedited eviction of tenants. Your signature on this agreement or payment of money or taking possession of the property after receipt of the agreement is evidence of your acceptance of the agreement and your intent to use this property for a vacation rental.

All checks are deposited in the agent's interest-bearing account with interest paid to the agent until disbursement. When making your remittance, include the leaseholders name to make sure it is properly applied. Many of you will vacation with other family members or friends, although only one member of your party will sign the lease. The leaseholder is responsible for payment, deposits and other responsibilities as detailed in the lease. Please read your lease carefully.

Termination by Owner/ Substitution

Due to ownership changes, properties being removed from rental use, mechanical problems, or other unforeseen circumstances we cannot absolutely guarantee a specific rental property. Cottage Connections reserves the right to change assignments without notice should the unit or property become 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 their reservation deposit. If no substitution is available, Cottage Connections will attempt to give as much notice as possible so other arrangements can be made.

Travel Insurance

Cottage Connections offers optional vacation insurance. If you wish to purchase vacation insurance, you must include payment for the premium along with your payment/lease in the 10 day time frame of making your reservation. The premium is 6.5% of your total booking cost. Travel insurance covers loss of rent if your reservations are interrupted due to certain circumstances. We highly recommend purchasing this coverage for your financial protection. It is especially helpful in situations where we would be unable to recoup your advance rent payment if you needed to cancel your reservation. Details of travel insurance coverage is available on our website, or by contacting CSA Travel Insurance directly at 1-866-999-4018.

Agency Disclosure

Cottage Connections serves as the agent and representative of our property owners and is acting in the best interest of its owners.

Pets

We understand that your pets are an important part of your family, however, the guest occupying the property following your stay may be highly allergic. Out of respect for all our guests, pets are prohibited. If you arrive with a pet you will be refused occupancy. If a pet is discovered during your stay, our lease will be terminated and you will be evicted with no refund.

Smoking

All our homes are non-smoking properties. We ask that you are respectful of the property owners and future guests and do not litter the grounds with butts. Failure to do so can result in early departure or a charge placed on leaseholder's credit card.

Repairs – Service Calls - Refunds

Cottage Connections regrets that it cannot be responsible for mechanical failure of HVAC, plumbing, appliances, cable or Dish TV, or any small appliances. We will however make every effort to get repairs done as quickly as possible so as to inconvenience renters as little as possible. Reporting interruption of service or issues requiring a service technician to the management company as soon as possible helps facilitate timely repairs. Please understand that we will make property available to service technicians or maintenance people to remedy the situation.

It is our policy to not issue refunds of any kind for instances of mechanical failure, power outages or failure of equipment, acts of nature, acts of government agencies, fire, strikes, war, or inclement weather, but to try and rectify the situation respectfully and quickly and insure a good experience for our guests. You will find a clause in CSA Travel Insurance Policy which addresses interruption of vacation time due to acts of nature in which your property has a loss of power which hinders your vacation. If you have questions you may contact CSA Travel Insurance directly at 1-866-999-4018.

Right of Entry

Cottage Connections reserves the right to enter the property anytime to investigate disturbances, check occupancy, or provide entrance to service technicians as deemed appropriate.

Indemnification and Hold Harmless

Renter(s) agree to indemnify and save harmless the Owner and Coastal Properties for any theft, damage, cost or expense arising from and claim or litigations which may arise out of or in connections with Renter(s) use and occupancy of the rental property including but not limited to liability for personal injury or damage or theft of property which is made, incurred or sustained by Renter(s). The terms "Management Company", "Agents" and "Owners" in this Agreement shall include their heirs, successors in interest, assigns, employees, agents and representative where the context requires the term "Guests" and "Your" or "Renters" as used in this Agreement shall include Renter(s) heirs, successors, assigns, guests, invitees at the rental property during the occupancy of leaseholder, where the context requires or permits.

Credit Card

Regardless of form of payment used to pay rents due for property, Leaseholder agrees to provide credit card information as a guarantee. Leaseholder agrees to pay all rent and/or outstanding charges caused by long distance calls, additional charges to cable or dish bill, or damage beyond normal wear and tear during the term of the lease.

By signing this agreement, leaseholder accepts all liability for the above and understands that these costs can be charged to their credit card.

Tax Exemptions

In order to be tax exempt, you must provide a copy of the exemption certification displaying your tax exemption number.

Signature _____ Date: ____/____/____

Revised: 3-4-09 All rates and policies are subject to change without notice.