



Swank Properties Short-term (<60 days) Rental Agreement

Revised July 28, 2014

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Summary

1. Minimum 50% deposit is required to confirm a reservation.
2. Full payment is due 60 days prior to arrival.
3. Full payment is due at time of reservation for arrivals within 60 days.
4. Primary renter must be at least 21 years of age to rent a unit.
5. Check In / Check Out
 - a. Check In: 4:00 p.m. (or later)
 - b. Check Out: 11:00 a.m. (or earlier)
 - c. \$150 extra cleaning fee will be charged for failure to follow Check Out Instructions and return unit to a tidy condition (remove trash from unit, strip beds, wash dishes)
6. A \$40 non-refundable Vacation Rental Damage Protection insurance plan (provides \$3000 coverage) is required for all reservations unless guest opts for a traditional \$500 security deposit to be collected at time of booking. (See details below).
7. Cancellations Policy
 - a. Reservations cancelled more than 60 days prior to arrival will receive a full refund of deposit (less \$100 cancellation fee)
 - b. Reservations cancelled more than 30 days prior to arrival will receive a 50% refund of the deposit paid (less \$100 cancellation fee)
 - c. Reservations cancelled less than 30 days prior to arrival will be refunded only for those nights where the property can be re-rented, less a \$100 cancellation fee.
 - d. If cancellation is a concern, we strongly recommend purchasing travel insurance.
8. Vacation Travel Insurance is offered thru CSA to safeguard your travel investment against unforeseen circumstances, such as sudden illness or death in the family, in addition to coverage for lost baggage, delayed flights, and medical emergencies while traveling. (See details below).

For stays longer than 60 days a separate lease agreement is required.

RENTAL QUOTE

The rental quote includes the basic rental fee, all utilities, furnishings, bed/bath linens, housewares, standard check in / check out, wireless broadband Internet and premium TV package, final cleaning at check out with linen service, and all required taxes/fees. Mid-stay maid service can be scheduled for an additional fee.

675 VFW Parkway, Suite 161 Chestnut Hill, MA 02467

Phone: 888-303-2771 – Email: reservations@swank-properties.com

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PAYMENT

50% of the total reservation amount is required to confirm a reservation, with full payment due 60 days prior to arrival. If arrival date is less than 60 days from the reservation date, full payment is due at the time of reservation. Payment may be made by credit card (Visa, MasterCard, American Express, Discover) or eCheck drawn on a US bank account. PayPal or Bank Wire may be used as method of payment for an additional fee. (Full payment is required at time of reservation when paying by PayPal or Bank Wire.)

Please note that dates are not confirmed until the required deposit has been received and the guest has acknowledged agreement to these rental terms. Guest providing method of payment for initial deposit will constitute agreement to these rental terms.

Any outstanding balance on the reservation shall be charged to the guest's credit card or bank account 60 days prior to arrival without further notice. If guest's method of payment is declined and guest does not make alternate arrangements to pay the required balance within three days of notice, Swank Properties may consider the reservation null and void. Arrival and check in instructions will not be released unless payment in full has been cleared by guest's bank.

SECURITY DEPOSIT or VACATION RENTAL DAMAGE PROTECTION

A \$40 **Vacation Rental Damage Protection** insurance policy has been included in lieu of a traditional \$500 security deposit. This \$40 insurance policy provides more cost effective damage protection in most cases. Guests may request to forgo the insurance, and will be charged the \$500 security deposit upon booking.

This Vacation Rental Damage plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$3,000. You will still be responsible for any damages that exceed \$3,000 or are not covered under the Plan and associated damages will be charged to the credit card on file. If you damage the real or personal property assigned to your rental accommodation during the trip, the Insurer will reimburse the lesser of the cost of repairs or the Actual Cash Value of the property, up to \$3,000. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy. **By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Swank Properties any amount payable under the terms and conditions of the**

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Vacation Rental Damage. Please contact Swank Properties directly if you do not wish to participate in this plan or assignment.

The Vacation Rental Damage Protection must be purchased, or alternate security deposit arrangements made, before Swank Properties will confirm a booking.

Information on this Damage Protection plan can be found at the links below.



[Damage Protection Summary](#)

[Damage Protection Policy](#)

In the event that damages exceed \$3,000 or the damage was not reported to management prior to check out, guest agrees to compensate Swank Properties for this damage. This payment may be made by the credit card on file or by other legal means of collection.

CANCELLATION POLICY

We highly recommend that guests purchase travel insurance if cancellation issues are a concern.

Either party may cancel a reservation with written notice if provided more than 60 days prior to arrival. If guest notification is received more than 60 days prior to arrival, Swank Properties will refund all deposits paid to date, less a \$100 cancellation fee. Refunds will be issued to the credit card or bank account used to pay the deposit.

If guest notification is received less than 60 days, but more than 30 days prior to arrival, Swank Properties will refund 50% of the deposits paid to date, less a \$100 cancellation fee. Refunds will be issued to the credit card or bank account used to pay the deposit.

If guest cancels a reservation within 30 days of arrival, Swank Properties will refund the deposits made, less a \$100 cancellation fee, for those nights that Swank Properties is able to re-rent the property. If travel insurance is purchased, insurance reimburses the guest directly for pre-paid, non-refundable deposits as described in the "Travel Insurance" section below.

Swank Properties will not cancel a reservation with less than 60 days notice unless the property reserved becomes unavailable due to property sale, fire, mandatory evacuation, eminent domain, construction delays, lack of utilities, unexpected scheduling circumstances, or acts of nature. Swank Properties will make reasonable efforts to assist guest in finding alternative accommodations and upon notification

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of cancellation, guest may request a full refund or to have the paid balance applied to available alternative accommodations.

Again, we highly recommend that guests purchase travel insurance if cancellation issues are a concern. Please read the "Travel Insurance" section below for the many benefits of the insurance policy.

TRAVEL INSURANCE

Guests who choose travel insurance will have CSA Guest Protect Vacation Rental Insurance included in the reservation and it will be part of the initial deposit. This insurance adds just 6.95% to the reservation price but reimburses the guest for pre-paid, non-refundable deposits if they must cancel the trip due to sudden illness in the family, loss of employment or other covered reasons. CSA Guest Protect also provides significant benefits during the vacation such as reimbursement for expenses due to lost luggage, travel delays, medical illness, and identity theft. In addition it offers 24hour Emergency Services and On Demand Medical services during the trip. Swank Properties recommends that our guests consider purchasing this valuable coverage to safeguard the investment in their vacation.

A complete description of this insurance can be found by clicking the links below.



[Travel Insurance Summary](#)
[Travel Insurance Policy](#)

OCCUPANCY AND EVENTS

The property shall be occupied by no more than the number of listed adults and/or children on the reservation. Visiting friends are welcome, however the establishment of obvious residence by such persons is not permitted. A \$100/person/night penalty will be assessed for guests over and above the maximum stated on the Reservation.

Parties, large gatherings, or group events are absolutely not allowed in or around the property. Upon discovery by any member of our management team that an event is taking place, or has taken place during your stay, a minimum \$500 fee will be assessed and guests may be asked to vacate the property. Any additional cleaning expenses that are required to return the property to condition suitable for the next guests are the responsibility of the guest.

Guests shall not violate any ordinance or state law in or about the property. If a complaint is made by a neighbor, and/or the police are called, a \$500 fee will be

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assessed. The property is rented for residential purposes only and may not be used by guests for any other purpose.

CHECK IN / CHECK OUT

Guest agrees to abide by the stated check in time of 4:00 p.m. (or later) and check out time of 11:00 a.m. (or earlier). Requests for early check in or late check out may be authorized on a case-by-case basis if the unit is not being rented immediately before or after your stay. No guarantee is made as to the ability to grant early check in or late check out.

Guests who do not receive authorization for a late check out and have not vacated the property by 11:00 a.m. will be charged **\$100/hour** for each hour, or portion thereof, that the unit is not empty and available to be cleaned.

Prior to Check Out, the unit must be returned to a tidy condition in order to facilitate a quick cleaning and turn-around for the next guest's arrival. Specifically, guests must do the following before vacating the property:

- a) Remove all trash from unit and place in trash & recycle containers outside the unit
- b) Wash all dishes (loading the dishwasher with dirty dishes and starting the wash cycle is sufficient)
- c) Clean up any large spills or mess caused by guest negligence
- d) Strip all beds and place used sheets and towels in the bathtub.

Failure to complete these simple tasks prior to vacating the property will result in a \$100 extra cleaning fee charged to the payment method on file.

PETS

We do have a limited number of units that can accommodate small pets with a reasonable incremental rent charge to offset additional wear and tear. Please inquire before booking.

The recommended Vacation Rental Damage Protection plan will cover pet damage as long as the guest is staying in a pet friendly unit and the pet has been disclosed to management prior to check in. Bringing an unauthorized pet into a Swank Properties unit will incur a penalty charge of \$500 in addition to any fees assessed to cover damage caused by the pet.

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NO SMOKING

All Swank Properties units are NON SMOKING. Some units do have outdoor space to accommodate smoking. Please inquire prior to booking.

A \$250 extra cleaning fee will be assessed to any guest that allows smoking of any kind in the unit during their stay.

LONG-TERM RENTALS

Swank Properties does rent units for longer stay. Discounted pricing may apply for off-season and long-term rentals depending on availability at the time the reservation is confirmed. For stays of 60 days or longer a deposit of two months' rent and fees is required to confirm a reservation. Additional monthly payments are due 30 days in advance of the applicable period. A separate rental lease is also required.

OTHER INFORMATION

Welcome and Departure Letters are provided in the unit with Internet Code, contact numbers, and other relevant information. Check in on or after 4 p.m. on arrival date; Check out on or before 11 a.m. on departure date. Please text/email the contact number provided upon check in and check out.

PROCEDURE FOLLOWING RESERVATION AND RENTAL PAYMENT

One of our reservationists will send you a confirmation email which contains all of your reservation details, a receipt for your initial deposit, the schedule for any future deposits that may be due prior to arrival, and instructions on how to download our Mobile Ap which will give you access to arrival information, check in instructions, and information on the neighborhood that you will be staying in. If you have any questions regarding your reservation, please feel free to contact us anytime at reservations@swank-properties.com.