

# Sonlight Vacations' Rental Policies and Terms & Conditions



Please review our terms and conditions before booking a vacation with Sonlight Vacations. We are happy to answer any questions that you may have about the following terms and conditions. Please contact us, if necessary.

By completing payment for your vacation accommodation and signing this document, You agree to be bound to these terms and conditions for any stay booked with Sonlight Vacations, past, present, or future.

"Sonlight Vacations" hereafter refers to its entity, owners, travel agents, affiliates, etc.

## Rates & Seasons

We rent vacation rentals, condos, resorts, villas, townhouses, cabins, etc. on a standard weekly basis (7 nights). Rates and conditions are subject to change without notice.

Taxes and cleaning fees are generally included in the weekly rate. Rarely, additional charges, such as parking fees, security deposits, all-inclusive charges, amenity fees, etc. may apply once you arrive. It is the customer's responsibility to ask about possible additional charges at the time of booking. Sonlight Vacations is not responsible for these additional charges.

## Reservations & Payments

All reservations are a final sale and are not eligible for refund, transfer, cancellation, or changes. There are no refunds given, partial or full. You may purchase travel insurance for a small additional fee. Ask us how!

Guest must be 23 years of age to check-in, unless otherwise noted.

Balance is due at the time of booking the vacation accommodation. We accept and prefer Paypal Invoicing. However, we also accept Visa, MasterCard, American Express, and Discover over the phone for the exact balance of the vacation rental. Multiple payment methods are allowed but must still be made at the time of booking. Reservations are NOT considered secured until the full balance of the vacation rental has been received.

Guest is solely responsible for payment of any applicable taxes, gratuities, personal expenses, utility charges, security deposits, and other fees or charges levied by a resort or Provider for the use of amenities and facilities.

## Cancellation Policy & Late Arrivals

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Due to the nature of the deals that Sonlight Vacations offers to its clients, once a unit has been reserved in the guest's name, there are no cancellations, transfers, or changes allowed.

No refunds due to weather conditions, Acts of God, no shows, early departures, or late arrivals.

If you plan to arrive late, you must make prior arrangements with the resort itself. Sonlight Vacations is not responsible for arranging other accommodations for a Guest if they are unable to check-in late. However, all of our units have a late check-in plan, if you contact the appropriate party at least 48 hours prior to arrival.

**PLEASE REMEMBER:** No refunds will be given for no-shows, early checkouts or unused nights.

## Guest Details & Unit Occupancy/Details

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Guest must be at least 23 years of age at time of check-in, unless otherwise noted. Guest may be refused accommodations if this requirement is not met. No refunds, cancellations, changes, or rescheduling of trip will be allowed.

If you exceed the number of people authorized per unit, you may be refused accommodations. Sonlight Vacations does not accept liability for guests showing up with a greater number of people than is authorized for the unit.

Sonlight Vacations cannot guarantee specific unit numbers, unit views, or unit locations. The resort reserves the right to assign units to travelers.

*While every effort is made to ensure that all of our properties are acceptable to our clients, Sonlight Vacations recommends that travelers research the resorts, condos, hotels, etc. to ensure that the accommodations meet their expectations, preferences, and/or physical limitations. Some properties do not have elevators. Please contact us, before booking, if you will need special accommodations due to physical limitations.*

The Guest named on the confirmation document must be a responsible member of the traveling party of at least 23 years of age present for the entire duration of the vacation. Proof of age may be required.

Only the person on the confirmation may check-in at the property. For any change to check-in name, you must contact Sonlight Vacations immediately. We reserve the right to refuse any changes requested.

Over-occupancy of the unit size confirmed will result in an upgrade fee and/or refusal of the extra persons from checking-in.

## Check-in / Check-out

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Generally, unless otherwise noted on the confirmation document, Check-in time is 4:00 PM Eastern Standard Time. Every effort will be made to have your unit ready but during peak season, there may be a slight delay, and your patience is greatly appreciated. If you arrive before our 4:00 PM check-in time and your unit has been serviced and is ready for your arrival, the resort/Provider may allow you to check-in early, at their discretion.

There are no refunds or adjustments made after check-in.

Check-out is promptly at 10:00 AM EST. No exceptions! There will be a charge of \$50 for each hour that our cleaning services are delayed. No prorating.

Late arrivals MUST follow the late arrival instructions denoted on their confirmation document. If you arrive late without contacting us or the resort/provider, you may not have access to your vacation accommodations until the next business day. Late arrivals can only be allowed for guests with signed rental agreements received by our office prior to your arrival date.

The person the unit is registered to must be the person to check-in unless previous arrangements are made. Keys will only be given to the registered guest once the balance is paid in full.

## Door Codes

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Door Codes for the key box will be issued upon check-in after the balance is paid in full. There is a \$50 charge for each set of keys lost or not returned. After hours: if you are locked out of your unit there may be a \$50.00 charge for someone to return to the office to issue another set of keys. (Payment due before key is released.)

## Hot Tubs, Jacuzzis, Saunas & Pools

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Remember there are certain health risks associated with the use of hot tubs, Jacuzzis, saunas and/or swimming pools. Each registered guest is responsible for informing their guest of the possible risks using a hot tub. Each hot tub is sanitized and serviced for correct chemicals after each departing guest. Hot tubs are for enjoyment only without the use of normal bathing products (soap, shampoo, bath oil, etc).

Hot tub covers are to be kept on hot tubs at all times unless hot tub is being used.

**DO NOT SIT, STAND ON OR MISTREAT** any hot tub cover, it will not support any persons weight. A \$400 charge will result in any damages done to hot tub covers. Consult a physician if you have questions or concerns before the use of a hot tub, Jacuzzi, sauna and/or pool.

Certain units have swimming pool access during summer months. A pool pass may be required for entrance into swimming pools. Make sure you have your pool pass before leaving the check-in office or condo. Pool locations vary.

You may call the office during regular business hours with any questions you may have concerning your hot tub. Certain swim wear may discolor using hot tubs and swimming pools. Guest takes full responsibility.

Guest and other occupants enter hot tubs, Jacuzzis, saunas, swimming pools, etc. at their own risk. Sonlight Vacations is not responsible, legally or financially liable, for loss during use of the aforementioned. Guest takes full responsibility of any injury, loss, or death.

## Fireplaces

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Firewood may be provided and gas for fireplaces in winter months only (October 1- March 31, unless noted otherwise.)

Matches, kindling and/or fire starter logs are not provided but can be purchased at most local markets.

Gas logs are not to be rearranged by guest. Cost to reset logs will be charged to the guest.

Wood burning fireplaces produce smoke, which cannot be prevented. If you reserve a unit with a wood burning fireplace, we will not move you because of a smoke smell. If you are allergic to smoke, please do not reserve a unit with a wood burning fireplace.

## Driving & Weather Conditions

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Snow tire chains and/or 4-wheel drive vehicles may be required during winter months in the event of inclement weather.

Sorry, we cannot provide transportation and tow service.

No refunds will be given due to weather conditions, we recommend the purchase of Travel Insurance for all planned vacations. Travel Insurance will protect your Investment in the event of a weather event that would make roads impassable to vehicles with 4WD and/or chains.

We do not guarantee any road surface condition. Most roads in our areas are well maintained but a few may be curvy and/or steep due to being located in the mountains.

Some units may have gravel drives and roads. No changes or refunds given due to fear of heights or roads.

For local road conditions, please call: The State Highway Department

## Housekeeping & Linens

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Units are cleaned upon your departure. There is NO daily maid service.

Bed linens and towels are generally furnished for all beds in our units. There ARE exceptions. Please verify with your travel advocate if your unit is furnished with clean linens and towels.

Generally, a SMALL starter supply of paper towels, toilet tissue, and trash bags are provided. However, we suggest that you bring extra, as from time to time, units may not have the aforementioned provided at the beginning of your rental.

Guests are responsible for cost of damaged or missing towels and linens.

**Before you leave, please leave the kitchen clean, wash all the dishes you used, take out the trash and lock all doors and windows.**

## Insects & Pest Control

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Generally, each unit is professionally treated by a licensed pest control service for critters and bugs on a regular basis. However, many of our properties are located in the mountains, sea coast, etc. and occasionally critters do make their way inside. No refunds given in these instances. Guests may occasionally encounter small amounts of lady bugs, flies, bees and etc.

## Pet & Smoking Policy

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Absolutely no pets are allowed in our units or on the property grounds. This includes pets left in vehicles. Violations will result in the guest being asked to vacate the property and in charges for additional cleaning.

Absolutely no smoking is permitted inside Sonlight Vacations' accommodations. Violations will result in charges for smoke odor removal.

## Lost / Stolen / Damaged Items & Guest Liability

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**We are not responsible for personal items brought with you or left after your departure.**

By accepting your confirmation document and signing this document, you agree that the Buyer, known as "Guest Checking In" on the confirmation document or Guest, shall be held liable and financially responsible for any and all damages caused to the unit while he/she is staying in the resort/condo. Guest will be held financially responsible for the cost of any item(s) that is damaged or goes missing from the unit.

Travelers are responsible for actions taken by children and guests accompanying them in accommodations provided by Sonlight Vacations.

Sonlight Vacations shall not be held liable for injury, loss or damage to persons or property for any reason. If any damage should occur while you are occupying the unit, you must notify Sonlight Vacations or the property manager immediately. Guest is financially and legally responsible for any fees charged due to damage. Sonlight Vacations shall not be held liable for damage caused to the property by the guest occupying the property.

Some properties may require a security deposit. Travelers must pay this and any other applicable fees, such as utility surcharges, government taxes, phone deposits, etc., at check-in, if required by the resort.

## Other Policies & General Information

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Parking passes, pool passes, gate card(s), entry card(s), keys, etc. must be returned to the original location at check-out. You will be charged for replacement of missing items.

Sonlight Vacations cannot guarantee the view from any units or the location of any units within some properties.

We recommend you prepare driving directions to your vacation destination in advance of your travel date. The directions provided (if applicable) are informational only. No representation is made or warranty given as to their content, road conditions or route usability.

Guest checking in may be required to have two forms of identification at time of check-in. A valid driver's license, Military ID or Passport and a major credit card for property damage security and taxes. Guest understands that the payment shall be automatically debited on the day of the initiation of their order.

The information, products, services, media and software published on this website may include inaccuracies or errors including but not limited to pricing, actual condition of resort and/or units, amenities (both resort and unit), star ratings, descriptions, availability and similar. Sonlight Vacations and our agents do NOT guarantee any of the information published and disclaim all liability for any errors or inaccuracies relating to the website or the products or services available on this website or through Sonlight Vacations. In Addition, Sonlight Vacations expressly reserves the right to correct any pricing errors on our website or booked via Sonlight Vacations representative before the arrival date of the reservation. In such an event, if available, we will offer you the opportunity to keep your reservation at the correct price or we will cancel your reservation without penalty.

Sonlight Vacations is independent from the carriers, resorts, hotels, clubs, networks and other suppliers, the collective "Vendors", providing accommodations, premiums, transportation or similar to Sonlight Vacations and its customers. Sonlight Vacations is not responsible or liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any such "Vendor" or for any personal injuries, death, property damage, or other damages or expenses resulting from any interaction with any "Vendor". Sonlight Vacations disclaims no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, bankruptcy, weather or any other causes beyond our direct control.

If despite any limitation set forth in the terms and conditions, cancellation policy or liability disclaimer, Sonlight Vacations is found to be liable for any loss or damage which arises out of or is in any way connected with a Sonlight Vacations reservation, vacation package, or a product that has been paid for and monies collected by Sonlight Vacations, then Sonlight Vacations or their respective "Vendor" will in no event exceed, in the aggregate, the greater of (a) the monies collected by Sonlight Vacations minus any expenses due to any "Vendor" for the products or services used, or (b) One-Hundred Dollars (\$100.00) USD.

Sonlight Vacations is not liable and claims no responsibility for the conditions of the accommodations or any discrepancies between amenities and/or services actually available at the accommodations and listed as available by Sonlight Vacations.

If Travel Insurance has been purchased, You may submit cancellation requests through email to [reservations@sonlightvacations.com](mailto:reservations@sonlightvacations.com).

It is the responsibility of the "Guest Checking In" to review their confirmation document to ensure that all information is correct. If there is a discrepancy, contact Sonlight Vacations immediately.

By signing below, physically or digitally, I agree to the terms and conditions, policies, liabilities, etc. denoted in the document above. I agree and attest to each statement that I will be legally bound by this contract indefinitely. I further allow and agree to the charges that Sonlight Vacations charges to my credit card or debit card for the amount of the vacation rental: unless payment is completed via Paypal Invoicing.

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

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