

Rental Agreement

Coastline Comforts LLC
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This Rental Agreement ("Agreement") is entered into by and between Coastline Comforts ("Manager"), the undersigned guest(s) ("Guest"), and/or property owner(s) ("Owner") for the management and rental of the vacation property ("Property"). By booking or listing the Property, parties agree to the following terms and conditions:

1. Booking and Payment Terms

Guest Reservations

- **Authorized Platforms:** Reservations can only be made through authorized Online Travel Agencies such as Booking.com, Expedia.com, TripAdvisor.com, Airbnb.com, and VRBO.com.
- **Payment Methods:** Payments are accepted via credit card, bank transfer, or check as indicated on the booking platform at the time of booking.
- **Payment Policy:**
 - **Standard Rate:** Payment must be completed at check-in or upon check-out for verified customers.
 - **Early Booker Rate:** The first night's payment is due within 3 days of booking, with the remaining balance payable at check-in.
 - **Promotional Rate:** Full payment is required within 3 days of booking.

Property Owner Agreements

- **Management Fee:** Owners will be charged a management fee as per the signed contract. This fee covers services such as listing, marketing, guest management, and routine maintenance.
- **Payment Schedule:** Owners will receive their share of the rental income within the last 5 days of the month for the previous month's bookings, minus management fees and any deductions for maintenance or damages.

2. Cancellation and Modification Policy

Cancellation Policy

- **Standard Rate:** Guests can cancel their reservation free of charge, and no refunds apply to these rates as no advance payment is required.
- **Early Booker Rate:** Guests can cancel their reservation at no charge up to 7 days before arrival. Cancellations made within 7 days of arrival will incur a charge equal to the first night's reservation cost.
- **Promotional Rate:** Guests may cancel their reservation free of charge up to 7 days before the check-in date. Cancellations made within 7 days of check-in are non-refundable.

Modifications to Reservations

- **More Than 7 Days Before Check-In:** Guests may modify their reservation dates or property selection up to 7 days before the check-in date without penalty, subject to availability. Any difference in rate resulting from the modification will be charged or refunded accordingly.
- **7 Days or Less Before Check-In:** Modifications made within 7 days of the check-in date are subject to approval and may incur additional charges. Changes are subject to availability and the discretion of Coastline Comforts LLC.
- **Early Departures:** Guests who depart earlier than the scheduled check-out date will not receive a refund for the unused nights. The full reservation amount will be charged.
- **No-Shows:** If a guest does not check in on the scheduled arrival date, the first night's reservation fee will be charged.

3. Property Use and Restrictions

Guest Obligations

- **No Smoking:** A \$500 fine will be charged for any violations.
- **No Parties:** Unauthorized events will result in a \$500 fine and possible eviction.
- **Respect for Property:** Guests must treat the property with care to maintain its condition for future guests.

Owner Responsibilities

- **Property Maintenance:** Owners must ensure that the property is kept in good condition, adhering to health and safety standards.
- **Compliance:** Owners are responsible for complying with all local laws and regulations related to property rentals.

4. Security Deposit

Guest Security Deposit: Some properties may require a security deposit, which will be clearly mentioned at the time of booking. The deposit is refundable upon satisfactory inspection post-check-out. The refund will be processed within 3-5 business days after check-out.

5. Force Majeure

In events like natural disasters, refunds or credits for future stays will be handled on a case-by-case basis.

6. Limitation of Liability

Under no circumstances shall Coastline Comforts LLC be responsible for any loss, expense, damages, claims, or injury direct, indirect, consequential, or otherwise, howsoever caused or incurred, whether arising in contract or otherwise in law or equity as a result of rendering of the services or accommodations as described or substituted. Guests and owners agree to hold Coastline Comforts LLC harmless from any liabilities or claims arising from their stay or the management of their property.

7. Property Management Terms for Owners

- **Listing and Marketing:** Coastline Comforts will handle the listing and marketing of properties on various platforms.
- **Routine Maintenance:** Coastline Comforts will coordinate routine maintenance; any major repairs or replacements will be discussed with the owner before proceeding.
- **Cleaning Services:** Properties will be professionally cleaned between guest stays to maintain high standards.
- **Financial Reporting:** Owners will receive detailed monthly reports, including rental income, expenses, and any deductions.

8. Legal Compliance

All parties agree to adhere to applicable laws and regulations governing the rental and management of the property.

This Agreement may be updated by Coastline Comforts as necessary. By engaging in our services, you agree to these terms and conditions.