

DOLPHIN REALTY RESERVATION INFORMATION

Making Reservations

You may stop by our office to reserve your vacation rental in person or give us a call 252-986-2241 to make your reservation. Visit our website at www.dolphinrealtyhatteras.com or www.hatterascabanas.com for a preview of your vacation rental. Your Vacation Rental Agreement is emailed electronically. An information email is sent separately to you after you have made the reservation. Travel Insurance link is in the informational email that describes the Vacation Rental Insurance benefits and service limits. You must indicate when making your reservation online or per phone if you do not wish to purchase this insurance. If not, the insurance will be added to your total. Your signed Vacation Rental Agreement, 50% of your gross rent, reservation fee unless otherwise noted, plus the premium for the Vacation Rental Insurance must be received by Dolphin Realty no later than 10 days from the date you make your reservation, or the reservation will be cancelled automatically. You may confirm your reservation by using personal checks, money order or debit/credit card payments by Visa/MasterCard/Discover (convenience fee of \$24.95, for debit/credit card payments). When your Vacation Rental Agreement and payment arrive at our office, we will send you confirmation of your payment and reservation. Correspondence will be addressed to the guest who holds the reservation only. Taxes are subject to change.

Final Payment

The balance of any monies owed for your reservation must be paid in full 30 days prior to check in. It is your responsibility to mark your calendar, we do not send out reminder notices to our guests. If the balance is not paid in full, your reservation will be treated as a cancellation, we will make every effort to re-rent your cottage/condo/cabana to minimize your loss (see cancellations). A \$50.00 cancellation fee will apply to this. If you do not pay your balance within this 30-day mark, an additional late fee will be charged in the amount of \$15.00 to your reservation, and only a money order, cashier's check or credit card (convenience fee of \$24.95, for debit/credit card payments) will be accepted. All payments must be in US funds.

Vacation Rental Property Protection Plan

This Property Protection plan covers unintentional damage 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 \$1500.00. Any damages that exceed \$1500.00 will be charged to the credit card on file. If, during your stay at one of our Rental Properties, an Insured Person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1500.00. Certain terms and conditions apply. Full details of the Property Protection coverage are contained in the Certificate of Insurance or Insurance Policy. The Property Protection can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request Rental Guardian and Insurance Services to pay directly to Dolphin Realty any amount payable under the terms and conditions of the Property Protection. This Property Protection Policy is only applicable to the Cottages/Condo properties; this is not available for the Hatteras Cabanas.

Check-In

Check-in time at the Dolphin Realty office starts at 4:00 p.m. We **DO NOT** guarantee check-in times. We do; however, do our best to have your cottage, condo, or cabana ready as soon as possible. All keys must be picked up at our office, we cannot leave keys at the rental properties due to liability issues.

Check-Out

Check out time is no later than 10 a.m. This means that all check out cleaning procedures as stated in your lease agreement and on your packet should be finished. All windows and doors locked, trash removed from the property and placed in proper outdoor trash container. All guests departed from the property with all keys returned to our office. We do not offer to leave the keys at the property due to liability issues.

Non-Smoking Properties

Please respect the wishes of our owners and do not smoke in the cottages, cabanas, or condos which have all been designated non-smoking. Please smoke out on the porch or decks and dispose of the waste accordingly. If we find that you have violated this policy, charges may apply for additional cleaning.

Late Arrivals

Our office closes at 5:00 pm, if you are not able to arrive before we close give us a call, arrangements can be made for you to get a key and map. If your final balance is not paid, we cannot arrange a late key. There will be a \$50 "late check-in fee" if you arrive after hours requiring someone to come to the office.

Partial Week Rentals

Most Dolphin Realty cottages are available to rent for a partial week. Full week rentals have priority. We welcome partial week reservations made 10 days in advance in the off season and 7 days for in and prime. See Fee Schedule.

Arrival Date Less Than 30 Days

A reservation with an arrival date less than 30 days must be confirmed with a signed Vacation Rental Agreement and immediate payment of all monies due. You may confirm your reservation by paying with a credit card payment by Visa/MasterCard/Discover (convenience fee of \$24.95, for debit/credit card payments). You may also pay with certified funds or money order mailed by priority mail, overnight or second day air via UPS or Federal Express to **DOLPHIN REALTY 56821 NC HWY 12, Hatteras, NC 27943**, within 48 hours or your reservation will be cancelled. If you wish to fax your Lease Agreement to us, please fax to (252-986-2908) or you may scan and email your Lease Agreement to contactus@dolphinrealtyhatteras.com.

We do not accept personal checks within 30 days of your arrival date.

Occupancy NC State and County health regulations require cottages on septic systems be limited to two occupants per bedroom. Bedding is listed only to accommodate flexibility in sleeping arrangements and not to represent occupancy. The Hatteras Cabanas, North Carolina State and County health regulations is a maximum of 4-person occupancy unless otherwise stated to be less per owner's request.

The Weather

Weather on the Outer Banks can be unpredictable. During the "Hurricane Season" you can experience delays in arrival and evacuations if a storm threatens.

The property owners with Dolphin Realty DO NOT refund unless the property is severely damaged or destroyed. Add peace of mind to your vacation with Trip Cancellation & Travel Insurance! Plan for the unexpected, you have made a significant investment in your trip so why not protect it? Just as you purchase insurance to protect the investment you've made in your home and car. Dolphin Realty offers Trip Cancellation & Travel Insurance from Rental Guardian. Our staff will explain the Trip Cancellation & Travel Insurance to you at the time of your reservation. Trip Cancellation & Travel Insurance must be purchased at least 30 days prior to start of trip or if the Booking/Reservation is made inside of 30 days it must be purchased on the date of booking.

Housekeeping

Each cottage/condo/cabana is equipped with basic housekeeping prior to your arrival. Kitchens are equipped with cookware and dinnerware. Bedrooms are equipped with blankets/comforters, mattress pads and pillows. You will need to bring all paper products, soaps, personal items, sheets, towels and pillowcases. You may order linen for your cabana/cottage through Ocean Atlantic Rentals or Money's Worth. Our properties are sanitized between guests; some of the properties may have private cleaning services. We do our best to make sure that this is in good condition for you upon arrival. You are asked upon arrival to read over the instructions for your arrival and departure located on your check-in packet. If you do not comply, charges may be assessed.

Fireworks

ALL FIREWORKS ARE ILLEGAL ON HATTERAS ISLAND. Use of illegal fireworks at any of our rentals is grounds for immediate eviction. The lessee will be held responsible for all damage caused by the fireworks.

Owner's Closet

Most all our rental units have a locked owner's closet, which contains personal items. Please respect the privacy of the owner.

Breakdowns or Repairs

Appliances, air conditioners, TV sets, VCRs, phones, grills, pools, or hot tubs are not guaranteed. We will make every attempt to have repairs made quickly.

Repair service on Hatteras Island is limited, so call us promptly. No refunds will be given due to appliance failure.

Pets

In our cottages that are pet friendly, there will be an additional rental amount charged by the property owner. A non-refundable pet fee is a minimum of \$100.00, plus tax for each pet. Arrangements must be made at the time of your reservation to bring your pet. You will be held responsible for any damage to the home or furnishings. Pet hair on furnishings is considered damage. You must agree to clean up after your pet in the cottage as well as on the grounds. Please keep your pet quiet and never leave it alone on the premises. There is a Pet-boarding Kennel in Rodanthe. AN UNREGISTERED PET IN ANY UNIT WILL BE CAUSE FOR EXPEDITED EVICTION WITHOUT A REFUND. PETS MUST BE LEASHED.

Cancellation and Changes

In case of cancellation or change in any reservation, no refund will be made by Dolphin Realty or the owners we represent unless the unit is re-rented and confirmed by the newer reservation for the cancelled period. All cancellations and changes are subject to a \$50.00 charge, reservation fee, trip insurance premium, Property Protection and Debit/Credit Card Processing Fee if applicable. Please notify our office of any changes as soon as possible. No refunds will be issued due to lack of fish or inclement weather. The offered Trip Cancellation & Travel Insurance covers many unforeseen and emergency situations.

Vehicles on the Beach

Only licensed vehicles are allowed on the beach. A beach driving permit needs to be obtained. There are designated ramps to access the National Seashore by vehicle. You may read more about important beach driving at www.nps.gov/caha/faqs.htm. Fishing licenses may be obtained at our local tackle shops.

Miscellaneous

Please do not rearrange the furniture or take indoor furniture outside. The NC Department of Marine Fisheries now requires a NC Coast Recreational Fishing License for persons 16 years or older. Check the website for additional information www.ncfisheries.net/recreational/NCCRFL.htm. Also, may be obtained at our local tackle shops.

Lost & Found

We are not responsible for lost, stolen or abandoned items. Check drawers and closets for your belongings. If you think you left something behind call our office. If the item is located, we can ship it to you. There will be shipping charges plus an additional \$25.00 handling fee.

Pricing, Additions & Fee Breakdown

Reservation Fees apply to all Vacation Rentals

Partial Week Fee for Condos/Cottages: \$60.00 (does not include the Hatteras Cabanas)

Cottage 3 Night Stay is 60% of the weekly rate with a minimum of \$350.00

Cottage 4 Night Stay is 80% of the weekly rate with a minimum of \$375.00

Discounts do not apply to partial stays

Reservation Fees: Hatteras Cabanas: \$95.00, Cottages & Sea Whisper \$125.00

Tax (Occupancy/Sales): 12.75% Subject To Change

Pet Fee (if applicable): Starting at \$100.00 weekly rate

Trip Cancellation & Travel Insurance: 7% of non-refundable trip total - Subject To Change

Property Protection (Mandatory on all Cottage/Condo Rentals): \$45.00 (non-refundable)

A convenience fee of \$24.95 applies to all debit/credit card charges per transaction. Visa/Mastercard/Discover (non-refundable)

Errors & Omissions

Dolphin Realty makes every effort to provide our clientele with complete and accurate information. However, we are not responsible for printing errors, omissions, and equipment failure, views offered by the unit, the owner's changes in their listing, furnishings or equipment, rates errors in printing or owner changes. 122923