



## POLICIES & PROCEDURES



### Office Location

Welcome! Hobbs Realty is located at 114 Ocean Boulevard West. Just over the bridge turn left, we are the second building on the left. You will see our office as you come over the bridge.

### Office Hours

Monday thru Saturday: **9 AM to 5 PM**

Sunday: **Closed**

Extended Saturday Hours: **June, July & August**

### Rate Information

All properties rent from Saturday to Saturday. Weekly and nightly rental rates are clearly noted in the description of each property. Senior Citizen and Small Family Rates apply in many properties during the low and value season for families of four persons or less for a full week rental. Holiday rates (Thanksgiving, Christmas, New Years and Easter) may be higher than the advertised value season rates.

### Partial Rentals

We offer partial week rentals during value season in a limited number of properties. All rentals require a 3 night minimum. We take nightly reservations 2 weeks prior to your arrival and 5 days prior to holidays.

### Sales Tax

**Please add Sales and Occupancy Tax of 13.75% to all advertised rates in this brochure.** This includes a 7.759% NC sales tax, a local 5% occupancy tax and a 1% county tourism tax. Tax rates subject to change without notice by governmental agencies.

### Check-In Policy

**Check-In is between 4-6 PM.**

Hobbs Realty will diligently work to ensure that all properties are clean and ready for occupancy by 4:00 PM. However, in certain situations, it may be necessary to delay occupancy until the property is ready. There are no refunds for late occupancy. Please do not go to the property before checking in at Hobbs Realty. Parking at the property prior to check-in will likely delay cleaning and inspection services and prolong your check-in.

**A limited number of early 1:00 PM check-ins will be offered to those guests with special arrival needs. The cost to guarantee a 1:00 PM check-in is \$53.88.** Please call our reservation staff for more information regarding our early check-in policy. Two keys are provided per rental unit upon check-in.

### Check-Out Policy

**Check-Out is 10:00 AM.** All properties must be vacated by 10:00 AM sharp on check-out day or guests will be subject to a late check-out fee of \$65 per hour plus tax during the summer months. **A limited number of late check-outs (12 noon) will be offered to those guests with special departure needs. The cost for late check-out is \$53.88 and must be requested and paid prior to check-in.** Please follow posted check-out instructions and **return all keys to Hobbs Realty.** Check-in and check-out times are strictly enforced so our staff will have adequate time to make sure each property is in good condition for your vacation. Your cooperation is appreciated.

### Making Reservations

For your convenience you may visit Hobbs Realty online to see additional views of many of our properties and book your vacation online at: **www.HobbsRealty.com.**

You may also call our toll-free center at **1-800-655-3367**, locally 842-2002, or stop by our office at 114 Ocean Boulevard West to make your reservations.

1. A \$200.00 deposit is required by Discover, Visa or MasterCard at time of initial reservation. This first deposit to confirm your reservation is applied to your rent and if cancelled is refundable less cancel and process fees if/when property re-rents.
2. A Vacation Rental Agreement/Deposit Request will be mailed or emailed to you requesting the remaining 50% deposit due in ten days for the gross rental amount and payment in full for your optional Trip Interruption Insurance (TII) and Security Deposit Insurance (SDI). This amount is due, along with your signed Vacation Rental Agreement, and payable by check or money order within 10 days from the date mailed. If we have not received your deposit within 10 days your reservation will be cancelled without notice. Overnight mail is suggested for out-of-state guests.

**All reservations require a \$65 non-refundable processing fee due with your initial deposit.**

### Last Minute Reservations

Reservations made 30 days or less before arrival require full payment by Discover, Visa or MasterCard.

### Transfers

If you must change your confirmed reservation to another cottage for any reason, your confirmed week must be re-rented before your deposit is transferred. In addition, a transfer fee of \$50 will be charged.

## Final Rental Payment

The balance of all rent, tax, security deposit and other charges is due and payable to Hobbs Realty 30 days prior to your check-in day. Please allow 7 days mail time for your final payment to reach our office. Personal checks are accepted for all advance rental payments received 30 days or more prior to your arrival. Returned checks and declined credit cards are subject to a \$53.88 NSF fee. A late fee of \$53.88 will be assessed to all accounts not paid in full 30 days in advance. All accounts including any late fees MUST be paid in full prior to check-in and occupancy of the premises. On check-in day only certified funds will be accepted. ALL RENTAL MONIES WILL BE HELD IN AN INTEREST BEARING ESCROW ACCOUNT AT FIRST CITIZEN BANK OF SHALLOTTE, N.C. WITH INTEREST PAID TO HOBBS REALTY.

## Number of Occupants

The maximum number of persons that may occupy a property is determined by the advertised sleeping capacity. Overcrowding will not be permitted. Hobbs Realty, Inc. does not discriminate on the basis of race, religion, ethnic background or national origin, sex, age, or mental or physical disability. Hobbs Realty, Inc. will not rent property to anyone under the age of 24, nor will Hobbs Realty permit anyone under the age of 24 to take possession of any rental premises without the physical presence of a responsible party who is at least 24 years of age. Hobbs Realty will rent to non-family groups (persons who are not related by blood or marriage) only if group obtains approval from Hobbs Realty, Inc. prior to taking possession and adequate adult supervision is maintained at all times. No House Parties are permitted at any time. Hobbs Realty, Inc. reserves the right to terminate the rental, without refund, of any renter or occupant who violates any of the criteria.

## Cancellation Policy

Hobbs Realty strongly urges each guest to consider taking the optional Trip Interruption Insurance offered. Cancellation of a reservation is required in writing from the guest of record by mail, fax, or e-mail. When the property is re-rented for the full period of the cancelled reservation and confirmed with a paid deposit, a refund to tenant will be issued, less a 10% cancellation fee of money paid (minimum \$100). All Fees and Insurance Premiums are non-refundable. If property is not re-rented for the full time period of the cancelled reservation, all monies paid will be forfeited due to the availability of Trip Interruption Insurance. Hobbs Realty will not make any refunds due to a mandatory evacuation of the island due to a hurricane, etc.

## Trip Interruption Insurance

Hobbs Realty is pleased to offer CSA Travel Interruption Insurance. *See page 77 for details.* This insurance is available at a rate of 6.95% of your total rental amount. This insurance is due with your initial rental deposit payment. Should you choose not to accept this insurance, initial the appropriate box on the Vacation Rental Agreement Form and the insurance amount will be deducted from your final balance due. Although this insurance is optional, Hobbs Realty strongly urges you to accept this insurance, as our policy does not allow refund of rental monies for hurricane evacuations or inclement weather or for the period of time the island may be closed after a hurricane or any other natural catastrophe. Acceptance of this insurance offers financial protection of your valuable vacation time. See page 77 for details.

## Repairs

Hobbs Realty cannot guarantee air conditioning, pools/spas or other major or minor appliances. There will be no refunds on air conditioner, TV, cable, VCR, or appliance failures including any loss of utilities: electrical, water or phone services. Please notify our office at once concerning any problems and we will have the repairs made as quickly as possible. However, there are limited service contractors in our area and your patience will be appreciated. NO REFUNDS issued for delayed check-ins or early check-outs, damage to guests' personal belongings due to malfunctioning appliances, cleaning issues, or inclement weather including mandatory evacuation. Due to our tropical environment and constant traffic through open doors and windows we do not issue refunds for unwanted pests (i.e. bugs). Substitutions, transfers and refunds will not be made upon arrival for any reason. We will make every effort to correct any problem reported upon your arrival. No refunds for pools/spas operational down time.

## Security Deposit Insurance

A Security Deposit is required to be posted on ALL rental properties. In lieu of a cash security deposit, Hobbs Realty offers a Security Deposit Insurance. This option allows you coverage of up to \$3,000 for accidental damage. Taking SDI instead of paying a cash Security Deposit does not negate your responsibilities as a tenant. If you choose not to participate in the program, initial where indicated on your Rental Deposit Request Form and your final balance will be adjusted to show the removal of SDI and the addition of cash Security Deposit. Agent may deduct from this security deposit any actual damages caused by Tenant as permitted under the Tenant Security Deposit Act. Agent shall apply, account for, or refund Tenant's security deposit within 45 days following the end of the tenancy.

## Telephones

All homes have telephones and long distance can be accessed with your own credit card or calling card. There is no charge for local calls or toll free numbers.

## Items Left Behind

Hobbs Realty, Inc. is not responsible for personal items left behind in cottages.

At your request, items that can be located will be mailed to you by:

The Shipping Station  
5285 Main St # 13  
Shallotte, NC 28470-3456  
(910) 754-7456

Guests will need to provide shipping and credit card information to the shipper directly.

Items left behind and not claimed within 30 days will be donated to a local charity.

## 2012 RESERVATIONS

Hobbs Realty loves repeat guests! 2011 guests have priority for the same home / same week in 2012. In order to secure your advance reservation for the same week in 2012, please make your advance reservation by 5 PM on Wednesday of your first week. Thursday morning other guests will have the opportunity to book on a first come basis. Advance reservations for next year require a \$50.00 non-refundable reservation fee to hold your reservation until January 15th. This reservation fee is strictly a holding fee and does not apply to the rent. All 2012 reservations made in 2011 are subject to availability. Owner has first choice on all weeks for next year through the signing of the Property Management Agreement executed in the fall. Advance Reservation Fee refunded if owner selects same week.

***Refer to the calendar page 81 for important dates and help planning next year's vacation.***

*We reserve the right to switch reservations in emergencies. We will make every effort to provide comparable accommodations with notification in advance when possible. Although every precaution has been taken, this brochure may contain errors. Photos of cottages herein may be different than the actual landscape due to owner improvements or changes as a result of natural occurrences. No misrepresentation is intended. We reserve the right to make necessary corrections or changes.*