

Glass Casa Luxury Villas.
TERMS AND CONDITIONS

Please read the following information carefully. All or part of the following may pertain to your rental confirmation and is subject to change without notice.

Identification: For the purpose of this document, the document will be referred to as a “confirmation” from this point forward. The guest, renter, tenant is referred to as “guest” from this point forward. Vacation home or condominium or dwelling unit shall be referred to as “rental property” from this point forward. The homeowner will be referred to as property owner from this point forward and Glass Casa Inc., will be referred to as Glass Casa.

Payment Terms: Glass Casa accepts payment in the form of a credit card. In some cases, final payment may be requested by personal check, cashier’s check, or money order depending on the length and/or type of stay. Checks must be payable in US funds and drawn from a US financial institution, otherwise any bank fees to convert to US funds will be the guest’s responsibility. No post-dated checks will be accepted. Returned checks will be charged a service fee of \$35. Wire transfers and electronic checks are subject to administrative fees not to exceed \$50. Final payments are due 30 days prior to arrival for reservations less than 21 nights and due 60 days prior to arrival for reservations 21 nights or longer and/or gross rent of \$8000.00 or higher. Any final payment that is not received by the due date may result in cancellation of the reservation.

Check-In: The check-in process begins at 3 p.m. for condominiums and 4 p.m. for homes, but is not guaranteed. Guests should not expect to take occupancy sooner than times stated. In some cases, check-in may be delayed due to circumstances beyond our control. Rate adjustments cannot be made for late check-in or early departure.

Checkout: Checkout will be promptly at 10 a.m. Any guest that fails to check out by 10 a.m. will be assessed a half day’s rent between 10:01 a.m. and 12 p.m.; a full day’s rent will be assessed if guest vacates after 12 p.m.

Security: As a part of your stay, you may purchase a Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to check-out. If purchased, the policy will pay a maximum benefit of \$5,000.00 Any damages that exceed \$5,000.00 or are not covered under the plan 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 \$5,000.00. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy here: <https://www.csatravelprotection.com/certpolicy.do?product=G-20VRD>. The Vacation Rental Damage Protection can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request Customized Services Administrators, Inc. d/b/a Generali Global Assistance & Insurance Services to pay directly Glass Casa any amount payable under the terms and conditions of the

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Vacation Rental Damage. Please contact Glass Casa directly if you do not wish to participate in this assignment. If you choose not to purchase a Vacation Rental Damage plan you will be required to provide a damage deposit of \$1,500.00 to Glass Casa that will be held for up to six weeks after departure.

Cancellation Policy: All cancellations are subject to an administrative fee of \$50.00 plus applicable taxes. Glass Casa will retain all prepaid funds should guest cancel less than 90 days prior to arrival unless the rental property is re-booked for the same dates and rate. A partial refund may be applicable for the same dates booked at an adjusted rate. Optional trip insurance is available that can help to protect guests from unforeseeable circumstances that may be reason for cancellation. Cancellations must be made in writing to be binding. All cancellation refunds will be sent in check-form, less administrative fees, 6-8 weeks after date of cancellation.

Vacation Protection Plan: Vacation Rental Insurance has been made available with your reservation. Vacation Rental Insurance provides coverage for the loss of prepaid, non-refundable expenses due to certain unforeseeable circumstances that may jeopardize your vacation investment and force you to incur unplanned expenses. Trip Cancellation and Trip Interruption coverage is available for events such as a sickness or injury of yourself, family member or traveling companion; flight delays due to adverse weather; interruptions of road service; terrorist acts; and mandatory evacuations. The plan also includes other valuable coverages such as Medical and Dental, Baggage, and Emergency Assistance and Transportation in addition to useful services such as identity theft, concierge and 24/7/365 emergency assistance. We strongly recommend you purchase this valuable protection. Additional terms and conditions apply; please read your Description of Coverage/Policy carefully and contact Generali Global Assistance at 866-999-4018 with coverage questions.

You can review the Description of Coverage or Insurance Policy here:

<https://www.csatravelprotection.com/certpolicy.do?product=G-330CSA>

Confirmation: Reservations are not considered confirmed until a member of Glass Casa management has approved the booking. Glass Casa reserves the right to audit, adjust, or cancel any confirmed reservation for inaccuracy or misquoted information at no penalty to Glass Casa. Confirmation of rental property can only be established when a deposit is made. All payment and cancellation policies are placed in effect at that time. Once a reservation is confirmed, a rental property will be assigned. However, no rental property request is guaranteed. Any difference in rate is subject to guest approval.

Substitution of Accommodations: Glass Casa reserves the right to move, relocate, reassign or change the rental property noted on the front of this confirmation for any reason. Glass Casa will make every effort to rebook the guest in a like and kind or upgraded rental property. Under no circumstances does this confirmation guarantee the rental property selection or assignment. In the event Glass Casa and the Guest cannot agree on a suitable replacement property the Guest will be entitled to a full refund.

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Maximum Occupants: The maximum number of guests is set by the property owner, municipality and/or association and includes small children and infants. The maximum occupancy for your rental property is noted on the confirmation. The rate may vary depending on the number of occupants. Exceeding these limits shall result in forfeiture of payments/deposits and will incur an extra charge per person to the guest. Reservations obtained under false pretenses will cause forfeiture of all payments and the guests will be asked to vacate the rental property immediately.

House Parties: Glass Casa does not allow house parties in any rental property. Guests are not allowed to organize graduations, proms, gatherings, reunions, weddings, receptions or any other function similar in nature. Glass Casa does offer rental properties that will allow family reunions, weddings or receptions, however all such events must be approved in writing in advance and there will be an additional charge and/or security agreement assessed.

Reservations made by Travel Agents: All reservations made by outside travel agents and or reservation services are subject to rules and policies of Glass Casa. Glass Casa is not responsible for inaccurate or misleading representations presented by outside travel agents. Guests will be required to resolve any discrepancies directly with their travel or booking agent. Guests are encouraged to speak with an official Glass Casa agent regarding any important questions you may have regarding your stay.

Association Rules: All accommodations are confirmed with the understanding that all guests will abide by the rules and regulations prescribed by individual owners, condominium or homeowner associations as required for each rental property.

No Smoking: ALL Glass Casa rental properties are considered non-smoking. Smoking is permitted outside only. Some porches may not be suitable for smoking due to ventilation and proximity of other properties nearby. Any guest that smokes inside a rental property will be asked to leave immediately and all charges to restore the rental property back to its original condition will be charged to the guest.

Maintenance: In the event of equipment malfunction within a rental property, Glass Casa will expedite repairs as quickly as possible. From time to time, it may be necessary to close tennis courts, swimming pools and other amenities for maintenance purposes. Any maintenance items should be reported to Glass Casa as soon as possible and may require vendors outside of Glass Casa to repair and/or replace equipment. Should a repairman make a call to a rental property and find the equipment is not in working order due to guest misuse, oversight or neglect, the fee for the service will be charged to the guest. No rent adjustments can be made for circumstances beyond our control or for malfunction or loss of use of equipment or amenities.

Acts of Nature: Glass Casa cannot be held liable for any acts of nature or occurrences beyond our control. No rate or rent adjustments will be made due to acts of nature.

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Quiet use and enjoyment: Glass Casa does not guarantee quiet use or enjoyment of rental properties due to noise from other persons, neighboring properties, construction, maintenance, environmental conditions etc. Glass Casa cannot grant rate adjustments resulting from circumstances outside of the rental property.

Pets: Pets are not permitted in most rental properties unless specifically authorized in advance. In the event that a rental property does accept a pet, Glass Casa must be notified when making the reservation and a nonrefundable pet fee is applied to the reservation. In the event that a guest has a pet in a rental property where it is not allowed, this will cause forfeiture of all payments, the guests will be asked to remove the animal and/or vacate the rental property immediately. The guest will be charged for any costs with regard to returning the rental property to its original condition.

Furnishings: All rental properties are individually owned and decorated. Items such as furnishings, appliances, equipment, style, quality, colors, etc. are provided solely by the owner. Glass Casa does not accept liability for the aesthetic or functional perception of the rental properties contents and no rate or rent adjustment can be made.

Parking: Motor homes, boat trailers, travel trailers, jet skis, etc. are not allowed at the rental properties. Please ask about local storage of such vehicles and equipment prior to arrival.

Pools: The rental property owner or rental property association controls pool temperatures. Glass Casa is not responsible for pool or spa temperatures, closures or malfunctions. No credit, discount and/or rate adjustments can be granted for items mentioned above or circumstances beyond our control. There will be days when the weather conditions will not allow pool heaters to accommodate swimming and temperature recovery times will vary.

Amenities: Amenities vary at each rental property. Please contact Glass Casa for specific needs you may have regarding rental property amenities. Glass Casa is not liable for malfunction or closure of rental property amenities and no credits and/or discounts can be granted for circumstances beyond our control.

Units for Sale: In the event that the rental property a guest is renting is listed for sale, we may find the need to show the property during a guest's stay. We will make every attempt to schedule the showing at a convenient time so as not to disturb your vacation. By acceptance of this confirmation, the guest agrees to cooperate with Glass Casa and allow the rental properties to be shown to potential buyers.

Entry of Premises: Guest agrees to allow Glass Casa employees, vendors, contractors or subcontractors access to the rental property for any reason to make repairs, improvements, care for or manage the property.

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Agency Disclosure: Glass Casa serves as agent and representative of all owners of condominium units and private dwellings in its rental program and is acting at all times in and for the best interest of the owner.

Pest Control: Rental properties are treated for pest control by the condominium association or by a contracted pest control company. Glass Casa will make every effort to address pest control concerns, but is not responsible for rebates due to the presence of pests or in the event of untimely service by pest control companies. Many properties are located in geographical areas where some pests are inherent to the region and climate making them resilient against professional treatment.

Inclement Weather Policy: Unforeseen weather conditions can affect the success of any vacation, therefore, we would encourage guests to purchase trip insurance to protect your investment, as owners are not required to rebate rent in the event of a weather disruption before or during your stay.

Student Groups: Any guest under 21 years old must be accompanied by a parent and/or guardian. Reservations obtained under false pretenses will cause forfeiture of all payments and guests will be asked to vacate the rental property immediately.

Accuracy of Information: To the best of Glass Casa's knowledge the information contained on this confirmation and our websites is accurate but not guaranteed. Descriptions, rates and property amenities listed on this confirmation are subject to change without notice. Omissions, additions or errors as well as changes in property bedding, furnishings, equipment, etc., shall not be the responsibility of Glass Casa. Guests are required to check with Glass Casa about specific items of importance to them.

Maid Service/Special Requests: Linens and bath towels are included in each rental property and have been inventoried prior to your arrival. We cannot guarantee your rental property will supply specialty items such as beach, fishing, boating, skiing or any other specialty items. Your rental property is cleaned prior to your arrival and upon your departure, but does not include daily maid service. Daily maid service can be arranged with a minimum of 24 hours notice for an additional charge. Cribs and other childcare needs or other guest convenience items are offered at an additional cost and can be arranged prior to guest arrival. Preferences will be noted, but not guaranteed.

Booking Fee: The booking fee on the face of this confirmation is non refundable at any time for any reason.

Telephone Charges: Guests are responsible for any and all charges incurred by the guest to the property land line. Glass Casa encourages guests to use cell phones or calling cards when making chargeable calls from the property. Telephone charges will be billed to the guest with the credit card on file including an additional handling fee of \$10.00

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Misc. Charges: A \$10 charge will be assessed for each key not returned to the Glass Casa office upon checkout. A late checkout fee (described above) may be charged in the event of keys not returned by 10 a.m.

Mail: We do not recommends having mail sent to the property address unless you are occupying the property for a long-term stay. Glass Casa recommends guests make arrangements to collect mail a suitable location prior to traveling.

Interest of Bearing Account: All payments may be placed in an interest bearing account. It is understood that Glass Casa shall retain all interest earned.

Indemnity: Guest indemnifies Glass Casa from and against any and all liability, loss damage, and expense, including reasonable attorney fees and disbursements arising from injury to persons or damage to rental property; occasioned by the failure of the property owner to comply with any provision of law or this agreement; occasioned by any act or omission of the property owner or any person residing in or renting owner's property; occasioned by any act of omission of the property owner, or property owner's agents, servants, or contractors; or, occasioned by any act of omission, with the exception of such acts or commissions constituting gross negligence or willful misconduct of Royal Shell, its agents, servants, or contractors when acting as agent for the property owner as provided herein. Special risks may be involved when using pools and/or hot tubs and guest assumes all responsibility for himself/herself and their guests and for the consequences of those at risk. Guest agrees to waive any claim whatsoever and hold harmless Glass Casa and the property owner for accidents and claims resulting from accidents and or injury arising from use of the rental property and any of its equipment, porches, decks, stairs, parking area, elevators etc.