

Thank you for choosing Kendall & Potter Property Management, Inc. We hope you enjoy your stay.

Reservation & Approval

All reservations are subject to approval by Kendall & Potter Property Management, Inc. and the property owner. Rates and availability are subject to change until confirmed. Should any issues arise with your reservation, you will be contacted within 48 hours.

Check-In/Check-Out

- Check-In: 3:00 PM
- Check-Out: 11:00 AM

Unapproved late check-outs will result in a \$100.00 charge for every 30 minutes staff are required to wait.

Early check-in and late check-out may be available for an additional fee and must be approved in advance.

Booking Age Requirement

The primary guest making the reservation must be at least 25 years of age and must occupy the property for the duration of the stay.

Occupancy & Guest Limits

- Overnight occupancy may not exceed the maximum number stated in your check-in information.
- Daytime gatherings between 8:00 AM and 10:00 PM are limited to the maximum number stated in your check-in information, per Santa Cruz County Code Section 13.10.694(d)(1)(D).
- Exceeding occupancy limits may result in immediate eviction without refund.

Vehicles & Parking

- The maximum number of vehicles permitted is listed in your check-in information.
- Parking rules must be strictly followed. Unauthorized vehicles may be ticketed or towed at the guest's expense.

Noise Ordinance

Santa Cruz County enforces a strict noise ordinance (Section 8.30.010).

- Quiet hours are 10:00 PM to 8:00 AM.

- Loud noise or music outside permitted hours may result in a \$200.00 fine per incident.
- If the Sheriff's Office is dispatched, a \$500.00 fine will be charged to the reservation holder.
- Repeated or severe violations may result in eviction without refund.

Prohibited Activities

- No parties, events, weddings, or large gatherings.
- No fireworks, per Santa Cruz County Code Section 7.92 (fines up to \$1,000.00).
- No illegal activity of any kind.
- Violations may result in immediate removal and permanent restriction from future Kendall & Potter rentals.

Smoking & Pets

- All Kendall & Potter properties are non-smoking.
- Pets are not allowed unless expressly approved in writing.
- Violations may result in eviction, fines, and additional cleaning or damage charges.

Trash Disposal

Trash must be placed in closed containers only. Trash day instructions are provided in your check-in information and must be followed per County Code Section 7.20.005, et seq.

Keys, Passes & Permits

A fee of up to \$200.00 per item will be charged for any missing keys, gate passes, or parking permits not returned at check-out.

Furnishings & Property Care

- Furniture must remain in its original location.
- If moved, it must be returned prior to departure.
- A minimum \$150.00 fee will be charged if staff must reset furnishings.

Appliances, Systems & Amenities

No refunds will be issued for inoperative appliances, HVAC systems, hot tubs, pools, internet, cable, or other amenities. Once notified, Kendall & Potter will make reasonable efforts to repair issues as promptly as possible.

Damage Protection Plan

A non-refundable Damage Protection Plan fee of \$100.00–\$150.00 is required and included in your reservation.

- Covers accidental damage up to \$1,000.00
- Damage exceeding coverage will be charged to the credit card on file
- Damage must be reported immediately; failure to report voids coverage

Exclusions Include:

- Acts of God
- Intentional or grossly negligent damage
- Unreported damage
- Normal wear and tear
- Pet-related damage
- Loss of use or guest-owned items
- Excessive or additional cleaning

Coverage applies only from check-in to check-out.

Cancellation Policy

- A \$150.00 cancellation fee applies to all cancellations.
- Cancellations more than 60 days prior to arrival receive a refund minus the cancellation fee.
- No refunds for cancellations within 60 days of arrival.
- Traveler's Insurance claims must be filed directly with the insurer.
- Traveler's Insurance premiums are non-refundable after 10 days.

Cleaning

The property will be professionally cleaned following guest departure. Any excessive cleaning beyond normal use will be charged to the guest.

Linens

Fresh sheets and bath towels are provided at all of our properties. Guests will be charged for any missing or damaged linens. Please do not strip the beds upon departure. Leave used towels in a pile in the bathrooms. Beach towels are not provided.

Lost or Left Items

Kendall & Potter is not responsible for lost or stolen items. Found items may be returned upon request for a \$25.00 handling fee plus shipping. Items unclaimed after 30 days may be donated or disposed of.

Entry by Management

Management reserves the right to enter the property:

- For repairs, maintenance, or emergencies
- To verify compliance
- With reasonable notice to show the property when applicable

Liability & Indemnification

Guests assume all risk of injury or loss and agree to indemnify and hold harmless Kendall & Potter Property Management, Inc. and the property owner from all claims arising during occupancy.

Entire Agreement

This agreement constitutes the entire contract between the parties. Any unenforceable provision shall not affect the remainder of the agreement.