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## FREQUENTLY ASKED QUESTIONS

**Q** What do I need to reserve?

**A** If your stay is more than 30 days away, you can reserve by paying one night down plus tax with credit card, check or by pay pal. The remaining balance is due 30 days before your arrival, and if a check or money order is not received by the time due, the balance will be charged to your credit card. If your stay is less than 30 days away, the entire amount for the rental is due at the time of reservation. A refundable damage deposit is required as per our policies. The refundable damage deposit will be paid by personal check in advance of arrival. NOTE: We may use the card on file in lieu of a refundable security deposit in certain cases. If there are violations of our rental agreement (ie. unpaid guests or pets, damage, or if excessive cleaning is needed), we are authorized to charge your card! (See the RENTAL AGREEMENT for full details).

**Q** How will we get our keys?

**A** There are no keys. Once you reserve, you will be sent an email with a formal confirmation and a "signed by me" copy of the agreement. About 7-10 days prior to arrival you will receive an email confirming number of guests and dogs along with directions to our home and your keyless access code for your stay. At that time same time, your refundable security deposit is due.

**Q** What if I need to cancel?

**A** If you cancel with more than 14 days notice, we will refund everything less a \$25 admin fee and the 1 nights non-refundable deposit. We do offer to apply the non-refundable deposit to a future stay within the next 12 months. Since there is no refunds within 14 days of arrival, we highly recommend trip insurance to cover your costs if you have to cancel within 14 days of your arrival. VRBO.com offers trip insurance for very little cost.

**Q** An emergency is preventing us from going; can't you make an exception and refund our stay?

**A** There are no exceptions to the cancellation policy. The dates at our beach home have been held exclusively for you. The deposit you paid was to hold the dates and if you cancel, there is no way to know how many inquiries we missed. We do our best to re-book your stay, but last minute cancellations are not our financial responsibility. There is an offer of trip insurance through VRBO and HomeAway and other sites that can protect you in the event of an emergency cancellation. Please check out trip cancellation insurance on any of these sites.

**Q** I don't know how many people are going yet, -is that ok?

**A** Yes, you can make your reservation now and let us know what your final guest count is, as long as we're informed of any additional guests before you go. The appropriate charges will be added or credited just before your arrival.

**Q** Why do I have to pay extra for each guest?

**A** We feel that 2 people should not have to pay as much as a family of 6, and vice-versa. You will find that this sort of rate scale is standard practice with most vacation rentals. The additional guest fee goes towards the additional wear and tear on the cabin, and cost of supplies, utilities, laundry and cleaning necessary for that reservation. Children 1 year and younger stay [free](#).

**Q** Can our friends just stop by for the day?

**A** You must notify us of any unpaid guests that will be on the property in advance. Each property has a caretaker that lives nearby, and if there are more people seen at the cabin than what is stated on your reservation, or otherwise arranged with us in advance, it will be assumed they are overnight guests and you will be charged double the regular guest fee for each unpaid guest.

**Q** If we clean up after ourselves really well, do we have to pay the cleaning fee?

**A** All guests must pay the applicable cleaning fee for the home they stay in with no exceptions. This fee goes toward subsidizing what is paid grounds keeping, garbage removal, and housekeepers (who are required to follow our cleaning guidelines and checklist). Cleaning fees are standard with most vacation rentals.

**Q** What is provided?

**A** A starter supply of hand soap, dish soap, toilet paper (2 rolls per bathroom) and paper towels (1 roll) is provided. If this does not seem sufficient for your reservation, you may want to bring more. Linens and bath towels are provided. One set of towels will be available for each paid guest. We recommend bringing anything additional you think you need. You may want to bring your own beach towel to use outside and at the beach and your own blankets to use around the campfire or by the ocean as we do not allow our bath towels, linens or blankets outside. There is a gas fireplace at Seashell Beach Cottage and wood is provided for Seashore Dreams woodstove in the winter months (Oct-March) Please check the website listing and amenity chart to see what specific features your cabin has. No firewood is provided for outside burning in fire pits. Guests **MUST** bring their own wood for campfires. Presto logs that are provided are intended for the interior woodstoves.

**Q** What do I need to bring?

**A** Bring food, games, movies, toiletries, and beach towels. Non wax presto logs if booking April-September and you want to have woodstove fire. All of our homes have lots of games and a DVD movie collection for your use. If the home has an outdoor fire pit you will also want to bring wood for (absolutely **NO** provided firewood can be used outside)

**Q** Does the kitchen have plates and stuff?

**A** The kitchens are stocked with dishes and basic cookware, but if there is something specific you need, please call and ask and we'll let you know if the item is there. While there may be some non-perishable items like coffee filters, salt and pepper left from previous guests, we do not provide any food items unless otherwise specified.

**Q** I already paid the cleaning fee, why was I charged for additional cleaning?

**A** We do ask our guests to leave our home in relatively the same condition in which they found it. Our housekeepers come in to vacuum, mop, sanitize, remove garbage and do the laundry. We have provided a basic cleaning checklist to ensure our housekeepers can clean our homes in the same amount of time (you know how it is, when you have to pick up your place before the housekeeper gets there). If you have not followed the checklist, and it takes longer than usual for the housekeepers to clean the cottage, you will be charged additional cleaning fees. This means no dirty dishes in the sink, no garbage strewn about, no cigarette butts on the ground, no pet hair everywhere- it's just common sense.

**Q** The power/ cable/ heat/ water went out during our stay, do we get a refund?

**A** Part of renting a rural beach home is accepting that there will be the occasional unforeseen circumstance that is entirely beyond our control. If the home is uninhabitable due to such circumstances, you can reschedule your stay for dates within a year. We do not offer any sort of compensation for failure of amenities such as TV, Satellite, and internet.

**Q** We just got back from our trip and had an issue with our stay. Can you please contact us so we can discuss our compensation?

**A** We require any and all issues and concerns to be reported to us DURING your stay. All phone messages are checked 24/7 (yes, including weekends and holidays). We have our property manager on-call in the area to help out during your stay if necessary. If you cannot take the time to call and leave us a message regarding your concern before you leave, then it must not have been important enough to warrant any form of compensation. This is the same with any business- you don't get a refund for your meal after you've eaten it, and a hotel is not going to refund your stay after you've checked out! However, we always welcome your feedback and are happy to hear suggestions on how we can improve on our guests stay.

**Q** Why are we being charged for violating a policy we were not aware of?

**A** In order to reserve one of our 3 beach homes, you are required to sign the Reservation Agreement. All of our policies are explained in detail and it is entirely your responsibility to read this Rental Agreement and make sure all the other guests are also aware of the policies. It may seem like a lot of legal mumbo jumbo, but it is a contract that you are legally bound to follow so it's in your best interest to make sure you read the whole thing!

**Q** How much of a refundable damage deposit do you collect up front?

**A** We do collect a fully refundable damage upfront via personal check. Yes the check is deposited and yes it must be a good check. All returned checks are subject to a \$50 return check fee from Seashore Dreams. If you are a last minute (2-3 days) booking we will take your credit card information and put it on hold. We, on average hold \$300 per home, but for larger groups and groups with dogs, we may hold up to \$500 on each home. Within 10 days of departure, you are notified of your deposit disposition. 99% of our clients are fully refunded the damage deposit. Example where deposits might be charged would be: damaged mattress (urine), excessive cleaning (left food all over the floors and furniture, left dishes dirty, left spills on carpets and floors), fire damage (put unattended hot ashes in home and caused fire), broken chair (kids fooling around walking on chairs and breaking), dog damage (excitable dog scratched walls and doors and had to be repaired), breaking into locked cupboards and damaging wood and hardware, taking items of ours to beach and losing. If you use common sense, follow directions on our check out and clean up your own messes, there should be no extra charges.