

# Reservation Policy

*Aqualane Shores*  
*733 18<sup>th</sup> Avenue South*  
*Naples, FL 34102*

The following general procedures are common when reserving a property for the season:

- ▶ A Security Deposit is required on this property. The general amount ranges from \$1000 to \$5000. The deposit is held in a non-interest bearing escrow account and is refunded within 14 days of lease expiration. Tenant shall be notified by certified mail of any claims against the said security deposit within the 14 days.
- ▶ Upon signing a lease, a deposit is due; this amount is 30% to 50% of the total amount.

The subsequent payment and due are as follows:

The balance of the total amount is due approximately 30 days prior to arrival date.

Please read lease carefully for payment amounts and due date.

- ▶ All leases for less than a six-month period are subject to state and local tax. Current tax rates are 6% State of Florida; and 4% Collier County.
- ▶ Attached is a copy of the Rules and Regulations for the property please read carefully.
- ▶ There will be a \$25.00 charge for each set of keys not returned to Downing – Frye Realty attention: Hanna Roppo or the office in which you received the keys upon departure.
- ▶ If it becomes necessary to cancel a reservation, deposit will not be returned and lease obligations will be canceled.
- ▶ All properties are professionally cleaned prior to tenant occupancy at the owner's expense. At lease termination property is professionally cleaned at the tenant's expense.

# General Information

*Aqualane Shores*

*733 18<sup>th</sup> Avenue South - Naples, FL 34102*

Your vacation property is a privately-owned residence. The owner and management appreciate your cooperation in maintaining the home and surrounding property in the best condition possible. Please familiarize yourself with the Rules and Regulations you have received.

## **ARRIVAL:**

Key Pick up – We will advise you prior to your arrival as to the location for key pick-up.

After-hours arrivals:

Please let us know if you will be arriving after regular office hours which are 9:00 AM-9:00 PM. We will make arrangements for pick up at one of our other offices, or will meet you with your Keys.

Check-In Time is **3:00 PM**. This is to ensure that the cleaning services have adequate time to clean your vacation residence. You will find a card in your vacation property indicating the company responsible for cleaning the unit and their telephone number. Please contact them with questions regarding the cleaning upon your arrival. If you would like to arrange for additional cleaning during your stay, please contact them directly for rates and scheduling.

## **DEPARTURE:**

Check-Out Time is **10:00 AM** thus allowing time to ready the property for the next tenant. If you plan on checking out earlier, we would greatly appreciate a call, so that we may schedule an earlier cleaning.

Key Return – Please return keys to the proper office. If departing before or after business hours, please contact us and we will make arrangements.

Upon Departure – Please leave your vacation residence as neat as possible.

1. Dishes should be placed in the dishwasher and dishwasher started.
2. **ONLY** the last day's linens and towels should be left for laundering.

Excessive Cleaning, anything other than a standard clean which consist of two loads of laundry and 1 bag of garbage. An additional charge of an hourly rate plus \$15.00 per load of laundry and \$5.00 per bag of garbage. If these additional cleaning services are needed charges will be deducted from your Security Deposit.

If Carpet Cleaning is required upon your departure and these charges will also be deducted from your Security Deposit.

Please inform us immediately if any carpet stains occur. PLEASE **DO NOT** attempt to clean them. The use of the wrong cleaning agent may set stains and cause more damage.