

# SEABROOK

## HOSPITALITY

## Terms and Conditions

### *Check-in Procedure*

Guests are required to check in at Seabrook's Rental Lobby, located at 301 Front Street Pacific Beach, WA 98571, starting at 4:00 PM. This process includes face-to-face interaction for initial registration and issuance of a secure access code, along with necessary information for the property. In the event of an after-hours arrival, guests will be provided the access code via text message.

Housekeeping and Maintenance personnel provide services to each home between occupancy in order to prepare for incoming guests. Sometimes, due to unforeseen circumstances, the home may not be ready right at 4:00 PM. This rarely occurs, but we do apologize in advance, if it does happen.

### *Check-out Procedure*

Check-out time is 10:00 AM on the date of your departure. Follow check-out instructions sent by email one day prior to departure. Your electronic code deactivates right at 10:00 AM unless a late check-out is granted\*. Please communicate any home related issues upon check-out to our Guest Services team or via email at [guestservices@seabrookwa.com](mailto:guestservices@seabrookwa.com) or by phone at (877) 779-9990.

\*To request a late check-out, call Guest Services on the morning of your departure to see if a late check-out is available. Late check-outs are not available if another guest is scheduled to arrive right after your departure.

- To check-out between 11:00 AM and 2:00 PM, a fee of 10% of the rent total (plus tax and fees) for your stay will be charged.
- For check-outs later than 2:00 PM, we charge an additional night stay plus tax and fees.

## *Payment and Cancellation Policy*

### *Payment Policy*

When making a new reservation, a 50% deposit is charged at the time of booking to guarantee your reservation. 30 days prior to arrival, the remaining balance of your reservation is charged to the most recent credit card on file. Please call us at (877)779-9990 to make alternate payment

arrangements if this does not work for you. We currently accept payment using MasterCard, Visa, American Express and Discover.

If the arrival date is within 30 days of the date you make the reservation, then the reservation amount is due in full at booking time, on a non-refundable basis.

Past due balances may be referred to a collections agency if not resolved within a reasonable timeframe.

### *Cancellation Grace Period*

A full refund or home move is offered if changes are made within 48 hours of booking. It is not valid for stays arriving within 14 days.

### *Unavailability Of Rental Home*

If the vacation rental home that has been secured becomes unavailable due to unforeseen circumstances such as emergency maintenance, sale of the property, removal from the property management program, or other unexpected issues beyond the control of Seabrook Hospitality, you will be offered a comparable rental home. If no comparable rental homes are available, guests are able move their stay to a comparable property at the new property's current rate or receive a full refund of all payments made due to cancellation.

### *Cancellation & Refund Policy*

Seabrook Hospitality offers a full refund of your reservation for cancellations made 30+ days prior to arrival.

Seabrook Hospitality retains 50% of your reservation (plus applicable fees and taxes) for cancellations made up to 14 days prior to arrival.

Seabrook Hospitality retains your reservation fees in full (plus applicable taxes) for cancellations made within 14 days of arrival.

Seabrook Hospitality highly encourages purchasing the optional Red Sky Travel Insurance for 6.95% of the total.

### *Inclement Weather*

Being on the coast can be unpredictable for the weather, there is a possibility of serious storms or power outages. We do not offer weather-related refunds outside of our cancellation policy, so you may wish to purchase trip cancellation insurance for your travels in case you do need to cancel at the last minute.

## *Cancellation Due to Non-Payment*

Reservations are not considered confirmed until full payment (or required deposit) is received. If payment is not received by the due date specified in your reservation confirmation, the reservation may be subject to cancellation without further notice.

In such cases:

- The reservation will be cancelled and the property released for rebooking.
- Any amounts already paid may be forfeited in accordance with the cancellation policy in effect.
- Reinstatement of the reservation is subject to availability and may require a new booking at current rates.

It is the guest's responsibility to ensure timely payment to avoid cancellation.

## *Changing Rental Homes After Booking*

Because each home in Seabrook is individually owned, there are restrictions and fees for changing homes. If you opt to change homes, 25% of the rent plus tax and fees will be charged to your updated reservation. No changes are allowed within 14 days of arrival.

## *Changing Rental Dates After Booking*

Due to the individually owned nature of each Seabrook home, date changes after a reservation has been confirmed are subject to certain restrictions and fees. A date change within 15 - 30 days of the reservation will incur a fee equal to 25% of the rental rate, plus applicable taxes and fees, and any difference in nightly rates will also apply. Please note that date changes are not permitted within 14 days of arrival.

## *RedSky Travel Insurance*

Seabrook Hospitality has partnered with RedSky Travel Insurance to provide Trip Preserver for our guests. Trip Preserver provides trip insurance, emergency assistance, and travel services for natural disaster evacuations and family emergencies, such as illness or death in the family. See [RedSky](#) for more information.

The cost is 6.95% of your total, which is due with your first payment. Once purchased, this fee is non-refundable. Travel insurance is optional. However, we strongly urge you to consider this insurance when planning your vacation. If you do not wish to purchase travel insurance, then decline the coverage by selecting the "I do not want to protect my trip" under the Travel Insurance option.

## *Accidental Rental Damage Protection (ARDP)*

Each reservation is charged a non-refundable fee of 3.5% of the total rent for Accidental Rental Damage Protection. This is designed to protect the Guest(s) and Owner(s) from charges due to accidental damage only. The ARDP provides up to \$2,500 to repair accidental damages (beyond normal wear-and-tear). If any damages surpass \$2,500, then additional charges are applied to the credit card on file and written documentation sent to the Guest(s) of record.

If damages are determined to be caused by the willful misconduct, misuse and/or pets of Guest(s), then ARDP is voided on the grounds of intentional act(s), gross negligence, willful and wanton conduct by Guest(s) and/or Licensee of Guest(s) and/or visitor(s). These occurrences result in the Guest(s) credit card on file being charged in full for any damages and management fees. ARDP does not cover any additional management fees and/or fines. **ALL ACCIDENTAL DAMAGE MUST BE REPORTED** to Seabrook Hospitality before departure in order to qualify for protection.

For detailed information, see: [Accidental Rental Damage Protection](#).

## *Cleaning Fee*

All Seabrook vacation rental homes are stocked with a starter supply for your arrival of paper products including tissue, toilet paper, napkins, and dishwasher detergent. See the individual home amenity list for more details about the home you are renting. Beds are ready and made for your arrival except trundles, futons, sofa sleepers, and top bunks.

Our laundry team removes the linens and towels from the home upon departure, so please do not launder them in the home.

Leave the home in the same general condition as you found it. Upon guest departure, the rental home will be inspected for any missing or broken items, damages, or excessive uncleanliness. Guests agree to pay an additional cleaning fee, starting at \$350 plus tax, should the property be left in unhygienic or excessively dirty conditions. A Guest Service agent will contact the guest prior to any charges. If we are unable to make contact, the card on file will be charged.

All food and drink spills should be cleaned up as they occur. Food and drink spills on carpet are considered to be damaged, not normal wear and tear, and additional cleaning charges for professional cleaning will be charged to card on file.

Empty refrigerator and load then start the dishwasher with any dirty kitchen items.

## *Lost and Found Policy*

Seabrook Hospitality and/or the property owner are not responsible for personal property left behind, stolen, or damaged during your stay. Every attempt will be made to locate lost items, but there is no guarantee that they will be found. Upon checking out, make sure and take all belongings and check the property carefully.

Never leave valuables (cash, wallets, jewelry, etc.) unattended. If you find that you have left something behind, then call our office at (360) 276-0265 and we will attempt to locate the items. There is a \$25 minimum shipping charge on all returned items. Items are held for 30 days and then donated to charity.

## *Dog Policy*

Dogs may not be left unattended in homes (unless they are in a crate or kennel), garages, vehicles, or outdoors anywhere while in Seabrook.

Due to homeowner or guest allergies, or the personal preference of homeowners, certain homes do not allow dogs of any size. In all cases, animals besides dogs, are strictly prohibited.

"Dog Friendly" homes are available upon request, with the number of dogs allowed based on the size of the home:

- 1 Bedroom Homes: Maximum of 2 dogs.
- 2 to 3 Bedroom Homes: Maximum of 3 dogs.
- 4+ Bedroom Homes: Maximum of 4 dogs.

There is a dog fee of \$75.00 to \$90.00 (plus 11.9% tax) per dog added to the stay.

Dogs are not allowed on furniture or in beds unless covered with a dog sheet that is provided at check-in. Guests are solely responsible for the behavior of the dog and any damage caused by the dog, and must follow guidelines given upon check-in. If a dog is being disruptive to other guests, Safety staff will be in contact.

If Seabrook Hospitality discovers that a dog has been or is still in a home without prior approval, a \$350 fee may be charged for pest control, deep cleaning, and damages. Pick up all dog waste. If waste is not picked up in the yard of home, a \$25 will be charged to the credit card on file.

## *General Policies*

Seabrook Hospitality reserves the right to enter the premises, if the need arises, without permission. We make every attempt to contact the guest to inform of the purpose and duration of time we will be in the home.

Neither Seabrook Hospitality LLC nor any of its affiliates\* (collectively, "Seabrook") nor the individual homeowner have any liability to you or your family, or accompanying guests (collectively "Guests") for any injury, loss, damage to property of any Guest, personal injury or bodily injury of any Guest arising from your stay at Seabrook.

You will defend and indemnify the homeowner and Seabrook, and hold them harmless, from and against any loss, cost, damage to property, personal injury or bodily injury, liability or expense (including attorneys' fees) or any third-party claim for any of the foregoing (collectively, "Loss") that may result from the behavior of any Guests or the non-compliance by any Guest with any of these Terms and Conditions (specifically including without limitation Loss caused by any animal owned by or in the care of you or your Guests, or violation of the Pet Policy during your stay at Seabrook), except to the extent the Loss is caused by the negligence of any indemnified party.

\*Includes Seabrook Land Company LLC, Seabrook Construction Company LLC, Seabrook Holding Company LLC.

Seabrook Hospitality LLC is an agent for the owner, not an owner or tenant. As an agent, Seabrook Hospitality LLC has the authority to act in the best interest of the homeowner in any and all situations. Each home is privately owned, including furnishings and appliances. Rules and regulations are on record with the owner and with Grays Harbor County as part of the Vacation Rental License criteria and to each adjoining property owner and residents. They are posted on the map given at check-in. You agree to adhere to them at all times.

## *Occupancy*

When booking, guests ages 17 years old and younger are considered a minor/child. Any occupant above the age of 2 years old must be included when reserving the home. Children 2 years old and younger do not count toward the occupancy of the home, however, please include them in your reservation notes in case of emergency.

## *Minimum Rental Age*

The minimum rental age is 25 years old. Please see the Military Personnel section for minimum rental age requirements for military members.

## *In-Home Events*

Weddings or functions that exceed the maximum occupancy limit of the home. All catered food, rented furniture items, or amplified music needs to be arranged with event staff prior to arrival. Occupancy for each home is strictly enforced and fines are assessed for exceeding the number of allowed guests.

## *Parking Policy*

Parking is limited to a set number of vehicles per home with a maximum of three (3) cars for most homes. Vehicles parked in or blocking a fire lane will be towed. Parking of motorhomes, trailers, campers, or boats of any kind is not permitted. If you have a question regarding your daily driver, please contact Guest Services at (360) 276-0265. Parking details are provided in the rental agreement.

## *RV Parking*

Sprinter Vans (and other cargo-type vans) may only be parked next to the rented home and not used as housing accommodations. Recreational Vehicles (RVs) are not allowed to park in Seabrook. Seabrook reserves the right to approve parking in a designated area on Seabrook property for special circumstances. If you are traveling with an RV, then please speak to our Vacation Planners to discuss designated RV parking areas.

## *Street Use Policy*

All streets within Seabrook are shared by all users and have a maximum speed of 10 MPH. All users must obey street signs when on the road and must yield to other users.

## *Smoking Policy*

There is no smoking of any kind permitted on the grounds or in any Seabrook Vacation Rental Home. This policy includes, but is not limited to, vaping, e-cigarettes, vape pens, marijuana, and other vaping devices.

## *Quiet Hours*

Be respectful of your neighbors and follow the quiet hour rules. Quiet hours are from 10:00 PM to 7:30 AM. Only use outdoor hot tubs between 7:30 AM and 10:00 PM.

## *Cell Phone Service*

Customers with Verizon Wireless and AT&T have the strongest cell service in Seabrook at this time. Sprint and T-Mobile are active, but experience depends on location around town. WiFi is available in all homes for WiFi calling.

## *Amenities List*

The following items are required amenities and are included at each vacation rental home:

TV, Internet, silverware, dishes, cookware, toaster, microwave, coffee maker, kitchen utensils, towels, linens and blankets. See the individual home amenity list or give us a call to see what the home has in addition to the required items.

### ***You may want to bring these items with you:***

Condiments, spices, baby equipment, personal toiletries, beach equipment, bike helmets, foil, plastic wrap, food storage containers.

## *Military Personnel*

Seabrook Hospitality values your service. To show our appreciation, active military members must be a minimum of 18 years old to secure a stay. If a military member younger than 25 reserves a stay, they must check in with identification at the Guest Services office.

All military personnel will receive a 15% discount on the nightly rental rate year-round. Please call a Reservation Specialist at (877) 779-9990 to apply the discount at the time of booking or leave a note in your reservation while booking online.

## *Registered Guest Responsibility*

The primary registered guest is responsible for any expenses that occur during the rental agreement dates including but not limited to loss and damages, accident or injury to person, or loss sustained while visiting the home.



## *Rental Fees*

All reservations are subject to taxes and fees including rent, cleaning fees, a resort fee at 11%, an accidental rental damage protection fee of 3.5%, and 11.9% lodging tax. All fees and policies are subject to change without prior notice.

## *Post-Arrival Refund Policy*

There are no refunds for late arrivals, early departures, construction noise, or for leaving the home for mechanical failure of non-essential items. Seabrook Hospitality Management reserves the right to terminate a rental contract or reservation with no refund if any of the set rules have been ignored.

## *Removing Nights After Booking*

Nights removed from a reservation after booking will result in a fee of 25% of the rent from the removed night, plus tax. Any reservation changes must follow any current minimum night stay guidelines. No more than two nights can be removed per stay. No changes can be made within 14 days of arrival.

## *Online Reservations*

All new reservations secured via our website are reviewed for accuracy. If a reservation is secured and errors have occurred that do not follow reservation rules (ex: night minimum, fees, etc.), a Reservation Specialist will reach out to the phone number provided on the reservation.

## *Resort Fee*

The resort fee is a one-time fee charged for each guest's stay that is calculated as a percentage of the total rent. The resort fee goes towards maintenance of the sports and gaming courts, community fire pits, walking and biking trails, streets and sidewalks, security, dog park, pool houses, processing fees, fitness center, and all common areas guests are welcome to enjoy during their stay.

## *Condition of Rental Home*

Each rental home managed by Seabrook Hospitality is individually owned. We strive to keep each rental home description up-to-date, however, owners are able to change furnishings at any time in their home. The Hospitality team works hard to maintain the working order and operations of all of

the equipment within the rental homes; we sincerely apologize for any unexpected device, mechanical, or outage inconveniences and will not be able to offer discounted rates or refunds in the event this occurs.

## *Bedroom Layouts*

While securing a reservation on our website, a bunkroom, loft-style room, or designated open sleeping area may be counted as a bedroom in the listing. We strive to include accurate photos and home descriptions to clarify these instances and recommend contacting one of our Reservation Specialists if there are any questions or concerns.

## *Location of Rental Home*

Each rental home is different and may be situated closely to other properties. It is also possible that main homes or carriage homes located on the same property as a rental may share the lot with owner-occupied or guest-occupied units that are separate from your reservation. Please check the home description for property details outlining these situations and call a Reservation Specialist with any questions thereafter. Please note that there will be no discounts or refunds if you arrive at a home with a shared lot.

## *Substance Policy*

No illegal substances are allowed in Seabrook Vacation Rental Homes and minors should not be in possession of alcohol. Violations result in being evicted from the property with no refund.

## *Construction Waiver*

We look forward to welcoming you to our burgeoning beach town with new homes and amenities and would like to remind our guests of active construction areas throughout Seabrook. To minimize disruption for our guests, we have set strict guidelines for the hours in which construction employees may work. Those hours are 7:30 AM to 6:00 PM Monday through Friday and 9:00 AM to 5:00 PM Saturday and Sunday. Call Seabrook Hospitality at (877) 779-9990 if you have any questions.

The neighborhoods currently experiencing the most growth are South of Market, Elk Creek, South Farm, Fernwood, Fernwood Station, North Farm and near the town center/Front Street Town Homes. At the bottom of each rental property description there will be details as to the likelihood of construction related noise.

The rates of rentals in or near construction are already discounted and there will be no further discounts.

## *Seabrook Drone Policy*

Out of safety concerns for guests, employees and our homeowner community, as well as concerns for individual privacy, Seabrook prohibits the operation or use of unmanned aerial systems, or drones, by the general public – including recreational users and hobbyists – without obtaining an authorization permit from Seabrook Hospitality. A cost-free permit and registration can be obtained at Seabrook Hospitality's Guest Service lobby, located at 301 Front St. This prohibition includes drones used for filming or videotaping, as well as any drone use by media or journalists operating above or within the Seabrook area boundaries. This prohibition on drone operations or use extends to any drones launched or operated from within Seabrook proper, as well as drones launched from private property outside of Seabrook area boundaries.

Any authorized operation of aerial drones must follow all regulations set forth by local, state and federal jurisdiction as well as those policies separately established by Seabrook, which may include certification, training, insurance coverage, indemnification requirements, and waivers or releases of liability.

Any violation of this policy may involve eviction from your accommodation(s), as well as confiscating of any drone equipment, and may subject violators to any damages, including, but not limited to, damages for violations of privacy and/or physical or personal injuries or property damage, as well as regulatory fines and legal fees.

## *Inclement Weather & Outdoor Pool Closure*

If, on rare occasions, there's extreme inclement weather and temperatures in Pacific Beach/Seabrook drop below 40 degrees Fahrenheit during daylight hours, the Sunrise Pool will close until temperate weather and warmer temperatures. The Fitness Center will remain open daily, as usual, as will the Crescent Park Indoor Pool.

## *Gift Certificates/Cards*

### *All Gift Certificates/Cards*

- **New Balances Only:** Gift certificates/cards may not be applied to outstanding balances or transactions dated prior to the card's issue date.
- **Non-Refundable:** Gift certificates/cards are final sale and cannot be returned or exchanged for cash, except where required by law.

- Expiration and Use: Gift certificates/cards do not expire but must be used in accordance with these terms.

### *Discounted Gift Certificates/Cards*

- Non-Combinable Offers: These gift certificates/cards cannot be used in conjunction with another discount, promotion, or offer.

### *Stay Certificates*

- Expiration and Use: Stay certificates do have an expiration date and must be used in accordance to the terms indicated on the certificate.

Please call with Issues: If you experience any issues using a gift certificate/card or stay certificate, contact our reservation line at (877) 779-9990 and one of our agents will help you.

### *Final Note*

**Important note** | Discounts are valid only when applied in the name of the reservation holder and may not be assigned or transferred.