

Sun Solution Rentals - Rental Agreement

Sun Solution Rentals LLC

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This Rental Agreement ("Agreement") is entered into by and between Sun Solution Rentals ("Manager"), the undersigned guest(s) ("Guest"), and/or property owner(s) ("Owner") for the management and rental of the vacation property ("Property"). By booking or listing the Property, parties agree to the following terms and conditions:

1. Booking and Payment Terms

Guest Reservations

- **Authorized Platforms:** Reservations can only be made through authorized Online Travel Agencies such as Booking.com, Expedia.com, TripAdvisor.com, Airbnb.com, and VRBO.com.
- **Payment Methods:** Payments are accepted via credit card, bank transfer, or check as indicated on the booking platform at the time of booking.
- **Payment Policy:**
 - *Standard Rates:* Payment must be completed within 24 hours after check-in or within 24 hours after check-out for verified customers.
 - *Promotional Rates:* The first night's reservation charge is required as a down payment at the time of booking to secure the dates, with the remaining balance due within 24 hours after check-in.
 - *Non-Refundable Rates:* Full payment must be completed within 72 hours of booking.

Property Owner Agreements

- **Management Fee:** Owners will be charged a management fee as per the signed contract. This fee covers services such as listing, marketing, guest management, and routine maintenance.
- **Payment Schedule:** Owners will receive their share of the rental income within the last 5 days of the month for the previous month's bookings, minus management fees and any deductions for maintenance or damages.

2. Cancellation and Modification Policy

Cancellation Policy

- **Cancellation – Standard Rates:** No refunds can be processed for these rates as there is no advance payment required.
- **Cancellation – Promotional Rates:** Guests can cancel their reservation without charge up to 7 days before arrival. Cancellations within 7 days of arrival will incur the first night's reservation charge.
- **Cancellation – Non-Refundable Rates:** No refunds are available as all bookings are final. Guests are advised not to request a booking with these rates if they are not comfortable with the non-refundable policy.

Modifications to Reservations

- **Modifications to Reservations:**
 - *More Than 7 Days Before Check-In:* Guests can modify their reservation dates or property selection up to 7 days before the check-in date without penalty, subject to availability. Any difference in the rate resulting from the modification will be charged or refunded accordingly.
 - *7 Days or Less Before Check-In:* Modifications to reservations within 7 days of the check-in date are subject to approval and may incur additional charges. Changes are subject to availability and the discretion of Sun Solution Rentals LLC.
- **Early Departures:** Guests who depart earlier than the scheduled check-out date will not receive a refund for the unused nights. The full reservation amount will be charged.
- **No-Shows:** If a guest does not check in on the scheduled arrival date, the first night's reservation fee will be charged.

3. Property Use and Restrictions

Guest Obligations

- **No Smoking:** A \$500 fine will be charged for any violations.
- **No Parties:** Unauthorized events will result in a \$500 fine and possible eviction.
- **Respect for Property:** Guests must treat the property with care to maintain its condition for future guests.

Owner Responsibilities

- **Property Maintenance:** Owners must ensure that the property is kept in good condition, adhering to health and safety standards.
- **Compliance:** Owners are responsible for complying with all local laws and regulations related to property rentals.

4. Security Deposit

Guest Security Deposit: Some properties may require a security deposit, which will be clearly mentioned at the time of booking. The deposit is refundable upon satisfactory inspection post-check-out. The refund will be processed within 3-5 business days after check-out.

5. Force Majeure

In events like natural disasters, refunds or credits for future stays will be handled on a case-by-case basis.

6. Limitation of Liability

Under no circumstances shall Sun Solution Rentals LLC be responsible for any loss, expense, damages, claims, or injury direct, indirect, consequential, or otherwise, howsoever caused or incurred, whether arising in contract or otherwise in law or equity as a result of rendering of the services or accommodations as described or substituted. Guests and owners agree to hold Sun Solution Rentals LLC harmless from any liabilities or claims arising from their stay or the management of their property.

7. Property Management Terms for Owners

- **Listing and Marketing:** Sun Solution Rentals will handle the listing and marketing of properties on various platforms.
- **Routine Maintenance:** Sun Solution Rentals will coordinate routine maintenance; any major repairs or replacements will be discussed with the owner before proceeding.
- **Cleaning Services:** Properties will be professionally cleaned between guest stays to maintain high standards.
- **Financial Reporting:** Owners will receive detailed monthly reports, including rental income, expenses, and any deductions.

8. Legal Compliance

All parties agree to adhere to applicable laws and regulations governing the rental and management of the property.

This Agreement may be updated by Sun Solution Rentals as necessary. By engaging in our services, you agree to these terms and conditions.