

GENERAL INFORMATION ABOUT US AND OUR RENTALS:

CHECK-IN PROCEDURES:

Check-in is at 4pm at our office, 4407 Deep Hole Road. You will pick up an envelope with 2 sets of keys that has your name and the address of your rental on it. If you should check-in after hours or when our office is closed, your envelope will be left in our arrival mailbox to the left of the front door.

PLEASE NOTE THAT YOUR KEYS WILL NOT BE LEFT OUTSIDE AFTER HOURS IF YOUR PAPERWORK IS NOT COMPLETED PRIOR TO YOUR ARRIVAL.

If you would like an early check in option, it may be available for an additional fee. However, not all homes offer this option and check in is strictly 4pm.

CHECK-OUT PROCEDURES:

Check-out time is 10:00 a.m. THIS WILL BE STRICTLY ENFORCED. For every 30 minutes past 10:00 AM, you will be charged \$50.00. It is essential that you leave the home in the same condition you found it. We ask that you please remove all personal items, empty refrigerator and freezer of any food, bag all trash and take it to the outside receptacle or local dump. THERE WILL BE A MINIMUM \$25 CHARGE FOR ANY TRASH THAT IS NOT BAGGED AND PLACED IN OUTSIDE TRASH OR RECEPTACLE! After your departure, a cleaning crew will come in to clean, sanitize, and prepare for the next guest.

LINENS:

LINENS ARE NOT INCLUDED. Don't forget your sheets, pillowcases, washcloths and towels. These can be rented through our office if requested.

MAXIMUM OCCUPANCY:

The maximum number authorized for each cottage must not be exceeded under any circumstances. Failure to comply will result in immediate eviction and forfeiture of rent.

DAMAGES:

Guests will be responsible for any damages or theft. Please report any damage at check-in or upon occurrence. Our inspectors walk through each unit after check out to ensure property is left in good order. Charges to a guest's credit card may include, but are not limited to damages over

and above normal wear and tear, theft, and excessive cleanup requirements. THERE IS A \$25 CHARGE FOR ANY KEYS NOT RETURNED.

CANCELLATION POLICY:

If for any reason you cancel your reservation, your deposit will be refunded ONLY if the unit is rented for the same time period. When we receive the deposit on the unit, then you will be refunded your reservation deposit less a \$50 cancellation fee. In the matter of your cancellation, we do try our very best to get your rental rebooked but we can not guarantee it. If the house does not get rebooked, you do not get any of your money back. When you book one year in advance, we only require a \$200 deposit. That deposit is refundable up until January, where you can either sign the contract and pay your first 50% deposit or you can get your deposit back.

PAYMENT:

We require 50% of your total deposit when you book your reservation. The remaining balance is due no later than 30 days prior to your arrival. When you book one year in advance, we only require a \$200 deposit that is refundable up until the new year. We accept all major credit cards and personal checks are accepted for mailed payments but again, we must receive checks 30 days prior to your arrival. (If a check is returned, there will be a \$50.00 returned check fee.) Keys will not be posted unless your final payment has been received and all paperwork is signed and returned.

PET POLICY:

We are pleased to offer a selection of pet-friendly properties so your furry family members can join you on vacation. Pets are only allowed in homes that are marked as pet friendly and a pet fee must be paid. Failure to comply will result in immediate eviction and forfeiture of rent. It is expected that you will care for your pets by ensuring that all waste is picked up and that furniture, rugs, floors are clean during your visit and upon your departure.

ABOUT OUR RENTAL HOMES:

All of our vacation homes are thoughtfully furnished and fully equipped to provide you with a comfortable and relaxing stay. Each property includes essential amenities such as dishes, silverware, pots and pans, blankets and pillows, a coffee maker, and Wi-Fi access. Our goal is to ensure you have everything you need for a seamless and enjoyable vacation experience — so you can simply unpack, unwind, and start making memories. Most homes also feature central heat and air conditioning, Smart TVs, and outdoor seating areas for relaxing after a day of

exploring the island. Please note: Chincoteague Island Vacation Cottages is not responsible for Wi-Fi setup, troubleshooting, or outages in any home offering internet access.

There will be a complimentary starter bag in your rental that includes one roll of paper towels, toilet paper, and a trash bag. You are advised to bring any additional supplies you may need for the remainder of your stay. This includes but is not limited to your personal towels and wash cloths, personal toiletries and soaps, beach towels and chairs, etc.

ALL RENTALS ARE NON-SMOKING.

Here at Vacation Cottages, we always aim for complete accuracy on our website. However, we understand that errors can occur, so we maintain the right to make necessary changes and corrections as needed.