

Rental Policies

Reservation and Payments:

Reservations made through Chatham Village Realty are taken based upon all relevant information we have at our disposal at the time of booking. Due to possibility of unknown events, your reservation is not fully confirmed until you have a fully executed lease and your deposit check for the property owner has cleared. For this reason, we strongly recommend you return your lease and deposit as soon as you receive your paperwork, as opposed to waiting until the 21-day deadline on those materials. Deposits may be made in the form of personal check, certified check, or money order. **Chatham Village Realty and the owners we represent do not accept credit cards.** Any overseas transactions shall be paid in U.S. funds. Final payment, including security deposit and cleaning fee are due 30 days prior to your arrival. Included in the cleaning fee is a \$20 administrative and processing fee. Should you make your booking within 30 days of tenancy, FULL payment is due in the form of certified check, money order, or cash.

Check-In/Check-Out

Check-in time is 3:00 p.m. and check-out time is 10:00 a.m. Sorry, there are no exceptions to these times. Keys may be picked up at our office at 3:00 p.m. or later. If you plan to arrive after 5:00 p.m., please notify our office to make arrangements for picking up your keys. There is a \$25 charge for lost keys or keys returned later than 10:30 a.m.

Cancellations/Refunds

If you need to cancel your lease, please notify Chatham Village Realty immediately by telephone. All cancellations must also be in writing. Because your lease is a binding contract, you are required to honor the terms of the lease if we are unable to secure a new tenant for the same time frame. If we are able to re-rent the property, you will receive your funds back for the time frame we are able to re-rent, less a 10% cancellation fee. If we are unable to re-rent your lease period, you will be responsible for all remaining payments due under the terms of the lease.

Property Description

Chatham Village Realty agents make every effort to ensure accurate descriptions of the homes we represent. We cannot, however, be responsible for typographical errors or changes made by owners in furnishings or equipment. If a tenant does not personally inspect the premises before signing their lease, they agree to accept the property as is, provided it meets the basic standards of habitability under MA law. The tenant will not be entitled to a refund and will have no recourse against the agent or Chatham Village Realty if the property does not meet their expectations.

Construction

Cape Cod is a highly dynamic area with respect to real estate. There are frequently homes under construction or renovation at any given time during the year. While we make every attempt to ascertain construction in close proximity to our rental properties, we cannot relocate tenants or provide refunds due to construction noise or inconvenience.

Cleaning Policy

Each of our properties has a mandatory professional cleaning after each check-out, at the tenant's expense. The cleaning fee for each property is duly noted in your lease. Additional charges may be levied out of your security deposit for excessive cleaning requirements. If, upon arrival, you find that the house has not been cleaned satisfactorily, you must contact our office within 24 hours.

Smoking

Smoking is not permitted in any of our rental properties. If there is evidence that smoking has occurred inside of one of our rental properties, you will be charged an additional \$1,000 cleaning and ionization fee – **THIS IS A VERY SERIOUS OFFENSE AND THIS POLICY IS STRICTLY ENFORCED.**

Pets

Most of our rental properties do not allow pets. Despite this policy, the owner may still have had a cat or dog in residence. We can make no guarantee for an allergen-free home. Failure to abide by our no pets policy by allowing pets on the premises, either your own or a visitor's, will result in a \$500 penalty and immediate eviction and termination of your tenancy.

Linens and Towels

Most of our rental properties do not provide linens or towels. You can either bring your linens and towels from home, or ask your agent for a referral to a local linen rental agency.

Telephone

All of our rental properties have telephones. Most have a block on long distance calls. Please come prepared with a cell phone or a calling card.

Agency Disclosure

Chatham Village Realty represents the owner of the property you are renting. Nonetheless, we make every effort to assist tenants in finding a satisfactory rental home for their stay on Cape Cod, and do everything in our power to ensure a favorable rental experience. As we are a sales and rental agency, and not a property management firm, the management and preservation of the property is the sole responsibility of the property owner.