

HILTON HEAD OCEAN VILLAS

RENTALS POLICIES & RULES

Dear Guest, Please review these policies & rules and if you have any concerns or questions give us a call... 1-800-845-6802

ADVANCE DEPOSIT

A 50% deposit is needed to reserve your vacation property. Balance is due 30 days prior to your arrival. We accept Visa, Master Card, Discover, American Express, personal check and cash. A deposit is required for every reservation and we must have a credit card on file. A confirmation will be emailed (or mailed upon request) when a reservation is made and the deposit is paid.

BALANCE DUE

Your balance due may vary depending on the type of property you reserved, how and how long you are staying. With approval from office this requirement may be waived and you may pay this balance a couple of days prior to arrival or even after you arrive. What ever works best for you. Balance can be paid by credit card (MC, AMEX, VS) cash or personal check.

CANCELLATIONS & REFUNDS

Reservations cancelled outside the 60 days of arrival for all vacation rentals will be refunded all payments minus the reservation fee. The reservation fee is (10% of your total rental amount which is non refundable). If you cancel inside of 60 days all payments will be forfeited. We strongly advise buying travel insurance to avoid this loss.

STORMS OR NATURAL DISASTERS

We cannot offer refunds for bad weather, hurricanes, early departures or problems beyond our control. If you are concerned about issues like this we would recommend you purchase travel insurance at a cost of 15% of the gross rental rate of your rental. Even without insurance if such an event were to occur we would offer you all the days you missed for a future stay.

CHECK-IN & CHECK-OUT

An email check-in instructions will be sent to you 4-6 days prior to your arrival date. It will contain everything you need for a direct check-in to the property. Check-in is at 4:00 pm. Please let us know if you will be arriving early and we will try to have your property ready earlier. If you will be arriving after-hours, please let us know so that we can give you our late check-in instructions. Check-out is at 10:00 am.

VILLA DESCRIPTION & SPECIAL REQUESTS

All properties are individually owned and decorated - interior furnishings and decor may vary from published information. Specific units, floor levels, bedding requirements, etc. should be requested at time reservation is made and noted on your confirmation

UPGRADES & SUBSTITUTIONS

Upgrades and Substitutions: Hilton Head Rentals and Sales holds the right to upgrade or substitute a similar size property for the same time period should your unit become unavailable to rent. An adjustment will be made on the guest's behalf if property rents for less than the original

WHAT'S INCLUDED

You will have all of the conveniences of home in your rental. The kitchen will be fully stocked with all of the eating and cooking utensils you will need. A starter supply of soaps, detergents, toilet paper and paper towels are provided. We can recommend local stores to buy additional supplies. Bed and bath linens are included, but you will need to bring your own beach towels and blankets. While kitchens will have coffee makers, you will need to bring or purchase your own filters and coffee. Our rental properties do not have items like salt/pepper, aluminum foil or zip lock bags

RATES & SPECIALS

Only one discount or promotion per reservation. To be eligible, you must mention it at time reservation is made and it must be noted in the special request section of your confirmation. Non-discounted reservations have priority over all others pertaining to requests or villa upgrades and substitutions

CLEANING

Your property will be cleaned before your arrival (usually ready at check-in) but some times may be running a little later due to economic reasons and is again cleaned after your departure. It will not be cleaned during your stay unless you arrange for cleaning through our office for an additional fee. Bed and bath linens are provided. All homes & villas have a private full size washer & dryer

INTERNET

All properties have phone and high speed internet. Your checking info that you will receive prior to your arrival will not only provide you with door codes but also Internet signal and password that would apply to your rental.

RENTAL ITEMS

Rental items, such as cribs, high chairs, strollers and roll-away beds are available for rent. Our office can handle the rentals of any items needed - please give at least three days notice during the summer as some items sell out quickly. If you prefer to rent your own items, we recommend Island Cruisers (843-785-4321) or Baby's Away (843-681-8722)