

Rental Policies

COVID-19 Update

Ocean Reef Vacation Rentals & Real Estate is committed to your well-being and safety. To keep our guests, staff, and the coast protected, we have implemented procedures put forth by the U.S. Centers for Disease Control and Prevention (CDC), the Florida Department of Health (DOH), and the Florida Governor's office. We will continue to monitor COVID-19 developments in real-time and act accordingly.

Notwithstanding our commitment to additional health and safety procedures, COVID-19 is a highly infectious virus and Ocean Reef cannot guarantee personal safety. Please see the *Indemnification* section below for additional conditions regarding this vacation rental.

Administration Fee

An administration fee will be added to each reservation for processing and is non-refundable upon cancellation. This fee includes our *Peace of Mind Accident Protection*.

Advance Reservations

Reservations can be made up to one (1) year in advance, however rates, dates, and properties are not guaranteed. Rates, dates, and properties are subject to change without notice. A minimum payment of fifty (50) percent down per reservation is required at the time of booking the reservation. The advance payment is not a damage deposit.

Age Requirement

Ocean Reef Resorts' customary policy is no reservations will be made to students or singles under the age of twenty-five. However, we understand extenuating circumstances may apply, please contact one of our reservationists for specific information. For Spring Break information and booking requirements, please click [HERE](#). Parents must accompany their children under the age of twenty-five at all times. Non-compliance of these rules and regulations will result in immediate eviction with no return of any and all funds paid. In accordance with Florida State Statute 509.141, reservations made under false pretense are null and void and check-in will not be allowed. Please contact a representative with any questions regarding this policy.

Beach Access, Boardwalks, Docks & Boat Slips

Our coast is vulnerable to adverse weather, which may alter topography from year-to-year. Therefore, Ocean Reef does not guarantee nor advertise "Beach Access." Steps, docks, boat slips, and boardwalks may be missing and may not be replaced due to damage. The Department of Environmental Protection may prohibit the reconstruction of steps in narrow beach areas. When you secure your reservation, please ask your reservationist for beach access information from your selected home or condo. Likewise, the photos on the website may not accurately reflect the current design of beachfront steps, boardwalks, dune decks, docks, boat slips, or gazebos. No compensation of any sort will be issued regarding beach access, boardwalks, docks, and/or boat slips. In addition, the use of any of these is done so at your own risk, and Ocean Reef shall be held harmless.

Beach Rules

Please make every effort to keep our beaches beautiful. Remove all umbrellas, chairs, and toys from the beach each day. Items left on the beach one hour after sunset or placed on the beach one hour from sunrise will be removed by Code Enforcement and may not be recoverable. Select beaches do not permit the use of tents, canopies, or personal umbrellas. Please consult the beach attendant or signage for additional regulations. Observe the warning flags posted at every public access for your safety.

Beach Service

For select properties, complimentary beach service is provided seasonally between March and October, weather permitting. This service includes two beach chairs and one umbrella (unless noted otherwise) and is only offered during regular business hours until 5 PM. Please contact a customer service agent to determine availability.

Bicycle Service

Bicycle Service availability is seasonal and offered at select properties. Bicycles are limited to 4 adult bikes per applicable properties. Additional bicycles can be rented through a third party vendor. Complimentary bicycles are the responsibility of the rental guest. Any damage or loss of equipment will be billed to guest accordingly.

» [Bike Liability Waiver](#)

Cancellation

You may cancel up to seven (7) days after your original booking date and receive a full refund, less the administration fee and applicable taxes. Ocean Reef does not issue any refunds for cancellations made more than seven (7) days from the booking date. If you should have to cancel your reservation, please notify us immediately, and if you purchased the Vacation Rental Insurance contact CSA to begin your claim. For questions concerning the travel insurance or to make a claim due to a cancellation, please call CSA directly at 800-554-9839. The insurance premium, six and one-half percent (6.5%) of the total, is non-refundable and non-transferable. No refunds will be made in the event of a mandatory evacuation if guest does not purchase CSA insurance.

Check-In, Check-Out Time

Check-in is 4:00 P.M. or later. Due to our high standard of cleanliness, there is a possibility that your vacation rental may not be ready at 4:00 P.M., especially during high-demand seasons. Ocean Reef Resorts makes it a priority to expedite this process, but will in no circumstances issue compensation for check-ins after 4 P.M. Check-out is promptly at 10:00 A.M. To avoid an extra cleaning charge: please wash the dishes, take out the trash, and leave the property in a neat and orderly condition.

Late Arrivals

For guests arriving after hours, there is a drop box to the left-side of our entrance door that reads, "Late Arrival Key Drop Box". Inside will be a packet with the name of the guest on the reservation and the property on it; included will be a map and keys inside. Please remove your packet and proceed to your property.

Construction

Ocean Reef Resorts cannot predict construction plans in the area and therefore, cannot be held responsible for any inconvenience. No refunds will be given in the event of nearby construction or on-site construction required by homeowner associations to preserve the integrity of the building or structure.

Elevators/Fireplaces

Residential elevators and fireplaces located in private homes are not available for guest use. Elevators offered in common areas in condo complexes are available to all guests. In no circumstances will Ocean Reef Resorts offer compensation for disabled or inactive elevators in private homes or in condo complexes. Please contact a representative for specific property details.

Golf Carts

Golf Carts are not permitted on public roads or highways. Advertised Golf Carts are not street legal and cannot be used outside designated associations. Per Florida Statute 320, the operator must be sixteen (16) years of age or older and have a valid driver's license. If anyone is caught operating a golf cart underage, or without a license, the guest will lose the golf cart privileges. Ocean Reef will not be held liable for any injuries, towing, ticket violations, or damages caused by the golf cart. Misuse of the golf cart is strictly prohibited - do not overload the cart or exceed the maximum occupancy. The guest will be responsible for any and all damages that may occur while in their use. Should the golf cart becomes inoperable, Ocean Reef will not issue compensation for its unavailability. Please report any damages immediately to a guest

services representative. Select communities and associations do not allow golf cart rentals. Check with a representative for further clarification.

Housekeeping Fee

A housekeeping fee will be added to all reservations, regardless of the number of nights booked. The fee will vary depending on the size of the property. Upon departure, and to avoid additional cleaning charges, we ask our guests to:

- Leave property in a neat and orderly condition.
- Put dishes in dishwasher.
- Remove all garbage from the house and pool areas.

Indemnification, Venue and Governing Law

By placing a reservation payment, Tenant understands and agrees to the following:

Tenant understands and agrees that the Rental Property and Premises are owned by the Property Owners and not by Ocean Reef Resorts and/or any of its agents, officers, directors, employees, members, homeowner associations, affiliated companies or representatives (collectively, "Indemnitees"). Tenant further understands and agrees that third-party vendors have provided and may from time to time continue to provide services to the Rental Property and Premises or Activities for participation by tenants, including but not limited to beach service, bicycles, watersports, golf carts, workout facilities, in house dining, spa usage, and pool usage. Tenant hereby expressly agrees and understands that Indemnitees shall not be liable to Tenants for the acts or omissions of (i) the Property Owners, or (ii) third party vendors operating on or adjacent to the Rental Property and/or Premises, whether or not such vendors act pursuant to a contract with Indemnitees, and Tenant hereby waives and releases all such claims against Indemnitees to the greatest extent permitted by applicable law. Tenant agrees to defend, indemnify and hold harmless Indemnitees from and against any and all losses, damages to persons or property, injuries including but not limited to illnesses, the costs or expenses of any kind arising out of or relating thereto to the contraction of the coronavirus infection or COVID-19, occurring during or subsequent to the tenancy, causes of action, claims, demands and/or expenses, including legal fees and expenses whether or not a lawsuit is filed and including legal fees and expenses on appeal (collectively, "losses"), of whatever kind or nature arising out of or on account of, or resulting from or related to use or occupancy of the Rental Property and/or Premises by Tenants and their invited guests, that may occur before, during, or after the lease term. The foregoing limitations on liability and indemnification obligations shall include, without limitation, any and all losses arising out of Indemnitees' own or sole negligent acts or omissions, except to the extent that such losses are caused by Ocean Reef Resorts' own gross negligence or willful misconduct.

Tenant further understands and agrees to defend, indemnify and hold harmless the Property Owners from and against any and all losses, of whatever kind or nature arising out of or on account of, or resulting from or related to (i) use or occupancy of the Rental Property and/or Premises by Tenants and their invited guests, and/or (ii) any act or omission of any third party vendor operating on the Rental Property and/or premises, except to the extent that such losses are caused by Property Owners' own gross negligence or willful misconduct.

The laws of the state of Florida, excluding its choice of law provisions, will govern this vacation rental agreement and any dispute that arises between you and Ocean Reef. All claims, actions and disputes related to this vacation rental agreement, or related to any services performed pursuant thereto, will be brought solely in the federal or state courts located in Walton County, Florida, and by entering into this agreement you consent to exclusive personal jurisdiction of such courts and waive any objection as to inconvenient forum. This agreement is not legally binding until accepted by Ocean Reef in the State of Florida.

The provisions set forth in this paragraph shall survive the expiration or termination of this Agreement.

Internet Access

Privacy & terms usage for properties with internet access. Users/guests may not use the internet access contained in or around Ocean Reef Properties for malicious or unethical activity, including assessment of other people over the internet, or that violate federal, provincial, or copyright laws. This act in conjunction with the Digital Millennium Copyright Act. Any and all misuse that is reported will be dealt with swiftly. The guest that is listed on the reservation is ultimately responsible for the guest's/family member's actions during the duration of their stay. Advertised internet access is not guaranteed, and service is subject to service providers. No compensation will be issued for disruptions of service.

Method of Payment

When making reservations thirty (30) days or more in advance, method of payment is by credit card (MasterCard, Visa, American Express, or Discover Card) for the reservation deposit. Remember that your final payment is due thirty (30) days prior to arrival. We will gladly accept personal checks for final payment if we have at least thirty (30) days to process the check. Accepted forms of payment are in U.S. funds only. For reservations made less than thirty (30) days prior to arrival, immediate payment in full is required by credit card (MasterCard, Visa, American Express, or Discover Card).

Minimum Night Stay

All rates are based on a seven (7) night minimum for advanced bookings. Reservations can be made for less than seven (7) nights; however, this is subject to each property and availability. Note that advance reservations typically rent Saturday to Saturday. Please contact one of our rental advisors with your exact dates.

Neighborhood Rules/HOA

Most homes located in residential neighborhoods are controlled by a Home Owner Association. These associations have very strict rules that must be respected ie: limited parking, no commercial vehicles, no towels hanging from balconies, no golf cart rentals, garbage can retrieval, etc. Please contact an Ocean Reef representative to insure compliance as most violations warrant a fine that the guest will be responsible for paying.

Noise Ordinance

Florida Statute 125.01 prohibits excessive noise at any time. Quiet time for all properties is 10:00 P.M. until 7:00 A.M., in conjunction with county ordinances. Please be considerate of your neighbors. Radios, stereos, and all other musical or entertainment devices will be played in compliance with the decibel level. The decibel levels cannot exceed fifty (50) decibels between the hours of 10:00 P.M. and 7:00 A.M. outdoors. Music played inside may not be heard outside of the property, with the doors and windows closed. At 10:00 P.M., all guests not staying at the property need to depart from the premises. Third-party noise issues should be reported to appropriate associations and local authorities. Ocean Reef Resorts will not issue compensation for any noise disturbances.

Owner's Closet and Garages

Most properties have interior locked closets that are off limits to guests. Also, garages are considered "owner storage" and are off limits to the guest as well. Violation of this policy will result in additional charges under the Property Damage agreement.

Occupancy

All of our properties list maximum sleeping availability to maintain appropriate comfort (listed as "Sleeps" on the webpage) and property integrity. Any excess must be approved, or persons may incur additional expenses and/or possible eviction. Ocean Reef Representatives are eager to assist in helping you find the most suited vacation rental for your family.

Peace of Mind Accident Protection

Your reservation includes our Peace of Mind Accident Protection, which is comprised of the Ocean Reef administration fee and covers any accidental damages (up to \$2,000.00) to the property throughout the duration of your stay.

At check-in, any present damage to the property must be reported within the first 24 hours. Any additional damage throughout the duration of your stay must be reported promptly to Ocean Reef Resorts when it occurs. Failure to report damage voids Peace of Mind Protection. Ocean Reef Resorts has the sole administrative authority of this policy and the exclusive right to determine the extent of repairs necessary as a consequence of the guest's actions. This does not apply to damages caused by the intentional acts, willful conduct or misconduct, gross negligence, or any instance of theft -Ocean Reef Resorts reserves the right to recover any damages resulting from any of the foregoing from guests. Ocean Reef Resorts is authorized to charge the card or cards on file for any damages suffered as a result of conduct or misconduct detailed in this paragraph. This does not apply to damages/losses caused by pets or other animals brought onto or into the rental property by guests. This does not apply to damages to, or loss of, property owned by or brought to the rental property by the guests. This does not apply to any damages or claim of loss as a result of loss of use of the rental property.

This does not apply to any damages or violations to association rules and regulations. This does not cover damages from events in which 20 or more people participate or are in attendance. Peace of Mind Accident Protection becomes effective only upon check-in to any Ocean Reef Resorts-managed property, and all the benefits of this policy terminate upon check-out at the end of the guest's visit.

Security Systems

Please note that some Homes, Condominiums, and/or Common Areas may be equipped with security systems; e.g., onsite security, cameras, alarms, etc. For additional information, please ask a representative for details.

Smoke Detectors

All of our vacation rentals are equipped with smoke detectors. If you are hearing impaired, a hearing impaired smoke detector can be provided upon request.

Pet Friendly Property

Ocean Reef has an inventory of [pet friendly properties](#). For an additional fee per pet, up to two dogs (40 pounds or less) are allowed at designated pet-friendly properties only. While outside, pets must be on a leash at all times. A person with a pet must collect and properly dispose of all fecal matter. Any reservation made under false pretenses will be subject to forfeiture of any/all payments of rent and deposits, and the party will not be permitted to check-in. If the party has already checked in, they will be evicted and subject to additional cleaning expenses. Pets are not permitted on the beach.

Pool, Hot Tub, & Spa Policies

As the renter, you agree that you will use the pool, hot tub and/or spa at your own risk, and that Ocean Reef will not be held responsible for the injuries sustained by you or your fellow guests or party members when using the swimming pool, hot tub and/or spa. You further agree that you will not permit any minor to swim in the pool, hot tub, and/or spa unaccompanied by an adult. Pool heat is offered seasonally between October and early May, however, pools cannot be heated if the temperature is below fifty-two (52) degrees or above eighty (80) degrees. For an additional cost per day for most properties, the pool temperature will be set between eighty (80) and eighty-five (85) degrees. Pool Heat must be purchased for the entire/duration of stay and will be billed at the time of the request. Please contact an Ocean Reef representative for details on the additional cost. In the event of a pool heat disruption, only the actual cost of the heat will be credited. Allow at least forty-eight (48) hours for the pool heater to heat the pool water to the set temperature. Hot Tubs in most rental homes are not operational unless designated in the property details. Homes offering a hot tub as an amenity may have restrictive times and additional fees associated. Please contact an Ocean Reef representative for additional information.

Please Note: there are particular risks involved with using a pool, hot tubs, or spa. By using any pool, hot tub, or spa, you put yourself at risk of possible airborne or waterborne pathogens. If you or anyone in your party are at high risk, please contact a physician prior to any use of a pool, hot tub, or spa. It is important to read the information below to familiarize yourself with safety policies pertaining to the pool, hot tub, or spa use.

- No lifeguard is on duty. All persons who use the pool, hot tub, or spa do so at their own risk
- No running, diving, or rough playing
- No glass in the pool or hot tub area
- No food allowed in the pool or hot tub
- Enjoy the pool or hot tub from 7am to 10pm only
- Proper swimwear required
- Children in diapers must wear swim diapers at all times
- Shower before entering the pool or hot tub
- Do not swallow or ingest pool water
- No animals allowed in the pool or hot tub
- Keep all doors and gates adjacent to the pool, hot tub or spa locked to prevent unauthorized entry or entry by unaccompanied minors.
 - Children under the age of 10 are prohibited from using the hot tub or spa
 - Elderly persons, pregnant women, infants and those with health conditions including but not limited to diabetes, heart disease, high or low blood pressure should consult a physician before entering a pool, hot tub, or spa

Tampering with pool equipment may result in injury and/or a fine. All pool equipment must be operated by a licensed professional contracted by the property owner.

Community Pools

Community or condominium pools are not controlled or maintained by Ocean Reef Resorts; therefore, Ocean Reef cannot be held responsible for inconveniences resulting from the pool. No concessions will be provided for the lack of pool heat. Community Pool Heating is offered seasonally under the control of the managing associations. Dates may vary, contact an Ocean Reef Representative for more information, or examine the individual property listing.

Property Damage

In order to provide our guests with the best vacation possible, we ask that all damages and/or maintenance items within the property be reported upon arrival to Ocean Reef. Every effort will be made to correct items in a noninvasive, efficient manner. An active credit card is required to maintain the reservation and the integrity of the unit. By signing this agreement you waive your right to dispute any charges that are made to your credit card regarding this policy. Non-billing stipulations include:

- No damage to the property or theft.
- No violations of rental or association policies.
- Rental is left in a neat and orderly condition.
- All garbage is removed from the house and pool areas.

Ocean Reef will do everything within its means to notify you of impending charges; however, Ocean Reef reserves the right to bill the credit card for violations to the policy. Any legal dispute of the damages will be contained to the State of Florida and the County in which the rental property resides.

Seasonal Guests

Any guests booked as a Seasonal Guest do not have access to any of the amenities provided by Ocean Reef. Guests are required to pay one thousand dollars (\$1000) within seven (7) days of booking and the first month's rent is due thirty (30) days prior to arrival. Each additional month must be paid thirty (30) days in advance. Mailboxes are not provided, please contact the nearest post office for monthly PO box rentals.

Smoking

Smoking is strictly prohibited in all Ocean Reef properties. Ocean Reef reserves the right to bill the credit card on file for violations to the policy. In condominium complexes, smoking and use of chewing tobacco may be prohibited in common areas, including the garage, walkways, pools, spas, and pool decks, as well as on private balconies.

Special Events

Special events are not permitted at most properties; however please contact an Ocean Reef reservationist for available properties. An additional deposit and/or fee may be required based upon the event and property. Please note some events require permits and/or approval from the association, it is the responsibility of the guest to contact the corresponding representatives to ensure compliance.

Rental Equipment/Furnishings

All vacation rental homes are privately owned properties furnished and equipped by its owner. As such, Ocean Reef Resorts cannot make any changes to the furnishings or equipment provided by the owner. If you require special appliances or equipment, please bring them with you. Decor, style, and color will vary & furnishings are subject to change without notice. Under no circumstances are furniture, bedding, mattress pads, utensils or any other property supplied with the rental property to be taken out or transferred from one property to another; you will be charged to retrieve or replace rental home property that is removed from the home. Moving of furniture is prohibited; do not move furniture or otherwise remodel the home. You will be charged for the time it takes to move furniture and for any repairs of any damages caused by moving items.

Taxes

Florida sales tax varies and is configured according to each county. Taxes are subject to change and will be reassessed to each reservation. Guests are responsible for paying all applicable taxes in full prior to checking in.

Trailers, RV's, and Motorcycles

Trailers and RV's are not permitted at most of our properties due to homeowner associations and size. Also due to noise restrictions in some neighborhoods and resorts, Motorcycles may not be permitted. Please contact an Ocean Reef representative for properties that allow them. Guest vehicles, trailers, and RV's are not authorized to park at Ocean Reef Resorts' offices. To arrange for temporary parking of vehicles, trailers, and RV's please contact John Fayard Storage at 850-622-1748 or Geronimo RV Resort at 850-424-6801.

Trip Cancellation/Interruption Insurance (Travel Insurance)

Ocean Reef Resorts offers CSA travel cancellation/interruption insurance to every guest. CSA insurance is optional but is strongly recommended. Guest participation is accepted/denied via the "Signature Form" no less than 30 days prior to arrival. Please note that pre-existing health conditions may not be covered. No refunds will be made in the event of a mandatory evacuation if guest does not purchase CSA insurance. For questions concerning the travel insurance, please call CSA directly at 800-554-9839. The insurance premium is non-refundable and non-transferable.

» [CSA Cancellation or Trip Delay Insurance](#)

Unit Access/Service Policy

Ocean Reef reserves the Right of Entry. Due to limited "turn-around" times through peak season, unit access may be required during your stay to maintain unit maintenance, real estate showings, and/or inspections. Ocean Reef will do our best to notify you of entry. Tenants are not required to be present.