

CHECK OUT

You must check out by 11 A.M. on your departure day. NO EXCEPTIONS! We need time to prepare for the next arriving guest. No refunds for early departure.

check out procedures: Please make sure the kitchen is left clean with all dishes, pots, and pans washed and put back in the appropriate cabinets.

Please make sure all trash is removed from your property before you check out. Trash chutes and/or trash receptacles are provided for your convenience at all our properties. At beach houses, you are responsible for removal of any litter on the grounds around the property.

Please set the **thermostat temperature** at 75°F for summer and 65°F for winter.

Our housekeepers will strip and remake the beds, replace linens, vacuum, dust, clean the bathrooms, and mop the kitchen floor. If additional cleaning is required, you will be charged.

Keys must be returned to your check-in location! Do not leave keys at the property! Unreturned or lost keys will result in the lock being changed at a cost to you of not less than \$50.00.

Next time,
come back as an owner!

Owning property at the beach is easy and affordable. Call our Sales office at **1.800.221.6180** or go to www.brettrobinson.com for information.

CHECKLIST What To Bring

All of Brett/Robinson's rental units are equipped with the items you would find in most homes. However, it's up to you to bring the bare essentials, such as:

- ◇ Beach Towels
- ◇ Sunscreen
- ◇ Hats
- ◇ Kitchen Supplies
- ◇ Plastic Wrap
- ◇ Toilet and Facial Tissue
- ◇ Paper Towels
- ◇ Trash Bags
- ◇ Dishwashing Powder and Liquid
- ◇ Laundry Soap
- ◇ Clothes Hangers
- ◇ Personal Hygiene Items
- ◇ Coffee Filters
- ◇ Plastic Bags, wrap or Foil
- ◇ Hair Dryer



Thank you for booking
with
BRETT/ROBINSON.
Enjoy your stay.

EXPLORE THE COAST

- Sailing Charters / Fishing Charters
- Dolphin Cruises / Deep Sea Diving
- Waterville, U.S.A.
- Ten Area Golf Courses
- Parasail and Wave Runner Rentals
- Alabama Gulf Coast Zoo
- Amusement Parks
- Miniature Golf Courses
- Pensacola Greyhound Racetrack
- National Museum of Naval Aviation
- Blue Angels Air Show
- Bellingrath Gardens and Home
- Dauphin Island Estuarium
- USS Alabama / Battleship Memorial Park
- Ft. Morgan / Ft. Pickens Historical Sites
- Tanger Outlets—Large Factory Outlet Stores
- National Shrimp Festival
- Thunder on the Gulf—Power Boat Race
- South Baldwin Community Theatre

For details go to:

www.brett-robinson.com/things/calendar



Brett/Robinson
P.O.Box 4009
Gulf Shores, Alabama 36547
1.800.221.0258
www.brett-robinson.com

Everything you need to know for your stay



When can I
and where do
I check in?

What do I
need
to bring?

What's your
cancellation
policy?

What's the
weather
like?

Can I arrange
a late
check out?

**BRETT /
ROBINSON**
VACATIONS

ABOUT YOUR RESERVATION

Check in time after 3PM

Check out time before 11AM

Please refer to your Confirmation for check-in location

payments: A reservation processing fee of \$30 and the first night's rent plus applicable tax is due within seven (7) days of making the reservation. The advance first night's rental payment is applied to the full rental balance upon check-in. Checks or money orders drawn on a U.S. bank, Visa, MasterCard, American Express and Discover are accepted. Full payment is due at time of check-in.

confirmation: Confirmation of your reservation will be mailed or e-mailed upon receipt of the reservation advance payment. Please read the confirmation for accuracy of dates and accommodations. Any errors must be directed to the reservations department within seven days of mailing.

cancellation: A \$30 service fee is assessed for all cancellations. However, if you cancel less than seven (7) days prior to arrival, your advance payment will be forfeited.

departure cleaning: A departure cleaning/linen fee is charged once to each reservation. The current condominium housekeeping fees are 1BR \$71—\$84, 2BR \$99—\$110, 3BR \$109—\$109 plus tax. Pricing variations may apply for additional baths, bedrooms, or larger homes and condominiums.

monthly rentals: Monthly rentals are available September through March. Not all rental properties accept monthly rentals. Early bookings are encouraged. \$100 is required to secure your reservation. Monthly reservations require the first month rent 30 days before arrival. Cash, checks or money orders drawn on a U.S. bank, Visa, MasterCard, American Express and Discover are accepted. If you cancel your monthly reservation less than 30 days prior to arrival, your advance payment will be forfeited.

house parties: They are not allowed! Occupancy is strictly limited to the sleeping capacity of the condo or beach house. Maximum sleeping capacity is: 1BR—4 persons, 2BR—6 persons, 3BR—8 persons. A reservation agent will tell you the capacity for larger condos and houses. Management reserves the right to enter the rental property to investigate disturbances, check occupancy and/or check for damages.

No condominium or beach house will be rented to vacationing students or young singles unless accompanied by a parent. Parents must check in and occupy the condominium or house with their children during the entire rental period. Failure to do this will result in eviction of the unaccompanied youth and forfeiture of all payments.

Any reservation made under false pretenses will result in forfeiture of advance payment and the party will not be permitted to check in.

parking: All parking is limited and at some locations more restricted than others. Parking is limited to paying guests only. One (1) permit is provided for a 1 bedroom unit. Two (2) permits are provided for a 2 bedroom or a 3 bedroom property. Parking permits must be displayed at all times. Applicable parking charges, if any, will be included in your confirmation and are subject to change without notice. You are subject to the parking regulations as set by the property owners. If you are bringing an RV or boat trailer, please call in advance to make arrangements.

damages: Each guest will be financially responsible for damage done to the property beyond normal wear and tear.

rental periods: Some properties accept weekly reservations only, however, a three (3) night minimum is generally required. Reservations for less than three nights will be booked if space is available.

linens: A basic supply of linen is provided in each property. Bed linen and bath towels are not changed during your stay. An exchange for additional clean linen is available for a nominal fee. The start up set of bath soap, toilet tissue and trash bags are **not** replenished.

furnishings: All vacation properties are individually owned and are decorated to suit the owner. Décor, style and color will vary. Furnishings are subject to change without notice. Please do not transfer furnishings of any kind from one property to another. Loss of these items as well as damage to the unit or furnishings in excess of normal wear, will be charged to you, the renter. If you require special appliances or equipment, please bring them with you.

sofa sleepers: Most, but not all, condominiums and houses offer sofa sleepers. We recommend they be used by children.

special requests: Every effort will be made to accommodate special requests for height levels, bedding types and smoking or non-smoking properties. At times, it will not be possible to satisfy these requests. Brett/Robinson Vacation Rentals reserves the right to move guests to like units.

maintenance: Please report any malfunctioning equipment or damage as soon as possible to your check-in location. Every effort will be made to correct the situation as soon as possible. Repairmen may enter the premises during business hours for purposes connected to the repair, care, or maintenance of the rental property.

weather: Please go to www.weather.com to check local weather. Enter Gulf Shores, enter zip code: 36542.

DURING YOUR STAY

grilling: Fire department regulations prohibit use of a grill on all decks, porches and balconies. Some rental properties have approved grills available for your use at ground level.

fireworks: Fireworks are prohibited at all rental properties! The use of fireworks on buildings, grounds or the beach is against city ordinances and the fire code. Use of fireworks will be reported to local authorities. Parents are responsible for supervising their children. Please leave your fireworks at home.

telephone service: Each property has a telephone for your convenience. Unless an on-site switchboard is provided, long distance calls must be made collect, or charged to

For information on reservations call:
1.800.221.0258



your credit card or personal home phone. At condominiums having onsite switchboards, you may direct dial long distance calls. At these properties, your telephone bill is payable at check out. Rates and charges vary with each property.

internet: All Phoenix properties offer free Wi-Fi in their lobbies and meeting rooms. Please ask your reservation agent for information regarding internet access at other properties. Internet access is subject to change without notice.

cribs and high chairs: Cribs and high chairs may be rented through local furniture rental companies.

inclement weather: Refunds will not be made due to inclement weather. If evacuation is mandated by civil authorities, you will be given a refund for the unused portion of your rental period.

agency disclosure: Brett/Robinson serves as the agent and representative of all owners of condominium units and houses on its rental program, and is acting always, in and for the best interest of the owners.

pets: Pets are not permitted in any rental unit. A pet, or evidence of a pet, will result in forfeiture of rent and eviction. We will be happy to recommend local kennels. Please ask a reservationist when you call.

errors: Every effort has been made to assure all descriptions are accurate, however Brett/Robinson is not responsible for changes in furnishings and equipment, or for printing errors. Rates and specials are subject to change without notice.

use of facilities: Accommodations and amenities are provided for your enjoyment. By using these facilities, you assume responsibility and liability for your actions. Neither the property owner, the management company, nor the owner's association assumes any liability for accidents or injuries.

lost and found: Although we are not responsible for personal items missing or left behind, we will attempt to locate and return them to you. Any unclaimed items will be donated to charity or discarded.