

Complete BnB Rental Agreement

Please read your Vacation Rental Agreement carefully before you begin your vacation. Any monies received by Complete BnB for occupancy of Vacation Property indicated the acceptance of the terms of our Vacation Rental Agreement in full. All policies are strictly enforced. It is the responsibility of all guests and members of their party to be familiar with all policies pertaining to rental.

Rental Agreement: This Renter Agreement ("Agreement") is made and effective ("Agreement Date") between Complete BnB ("Host") and ("Guest") regarding the property located at (This will be the property address), ("Rental Unit") which is also referred to as (Internal Unit Code) at times during upcoming correspondence.

This agreement applies to the Guest's stay at Rental Property from 04:00 PM on (Your Check In Date) to 10:00 AM on (Your Check Out Date), but also applies to any other dates which may be included if the reservation is changed.

This agreement applies to all members of the Guest's party no matter the age or affiliation. Guest acknowledges that Guest is responsible for sharing the renter agreement, and its requirements, with all members of the Guest's party and anyone else permitted onto the Rental Property by the Guest.

In consideration of the rent received and the mutual promises contained herein, Host of the Rental Property does hereby lease and rent to Guest(s) such Rental Property under the following terms and conditions:

1. **Rules and Obligations:** Guest agrees to abide by all rules and regulations contained herein or posted on the premises related to the Rental Property. Guests' obligations include but are not limited to keeping the premises as clean and safe as the conditions of the premises permit and causing no unsafe or unsanitary conditions in the common area and remainder of the premises that Guest uses. Guests agree not to use the premises for any commercial activities or purpose that violates any criminal law or governmental regulation. Guest's breach of any duty contained in this paragraph shall be considered material and shall result in the termination of guest occupancy with no refund of any kind.

2. **Occupancy:** In no event shall the Rental Property be occupied by more persons than the capacity of the property as stated on the web site or the confirmation letter, without prior approval by the Host. No fraternities, school, civic, or other nonfamily groups are allowed unless Host grants prior approval. In no event shall Guests assign or sublet the Rental Property in whole or in part. Violations of these rules are grounds for expedited eviction with no refund of any kind. Guests hereby acknowledge and grant specific permission to Host to enter premises at any time for inspection purposes should Host reasonably believe that Guests are causing or have caused any damage to Rental Property. Guest further agrees to grant Host access to Rental Property for purposes of maintenance and repair.

3. **Guest Termination:** In the event Guest wishes to terminate this agreement, Travel Insurance, Damage Protection and any processing or administrative fees are non-refundable. Our refund policy will be clearly outlined by the booking platform that was used, and we follow it as written with no exceptions. Please be aware of the terms of any cancellations for your booking and any additional travel insurance.

4. **Payment:** Payment in full is taken at the time of the reservation.

5. **Damage Protection Insurance:** Damage protection insurance is required and the price was included in your booking. As a part of that the guest gives permission to the property Host to use a third-party to verify my identity and check criminal databases to confirm my reservation. Complete terms regarding the guest verification can be provided by the property Host. You will receive an email to complete your screening. Please check your spam inbox for this email and contact the property Host if you have any questions.

6. **Pet Policies:** ****If this is a pet friendly unit, there will be a second document that allows you to lists the pets you are bringing.**** It is your responsibility to adhere to the pet rules of your specific unit. These will clearly be listed on any booking site. Guests must obtain permission from the Host to have pets on the Rental Property, even in pet friendly units. This permission is given by filling out the Pet Addendum that is sent as a separate form that goes out along with this contract. If permission is not given by the Host, any pet(s) found in or about the Rental Property will be grounds for expedited eviction and forfeiture of all monies paid, along with a \$100 fee in units that pets are allowed and a \$500 fee for units that they are not, and Guest will be removed from the property without refund. You will be charged the full amount of any damages or

additional cleanings. Pet free units are kept pet free for people with pet allergies to feel safe, so we take this very seriously.

7. **Children:** Guests must inform the Host of their intention to bring children and the specific number. A child is defined as any person under the age of 18.

8. **Amenity Conditions:** No refunds will be provided due to inoperable appliances, pools, hot tubs, elevators, wi-fi, etc. The Host will make every reasonable effort to assure that such appliances will be and remain in good working order. Any refunds will be at the hosts discretion, and if something is unable to be addressed it is something that can be addressed.

9. **Acts of God and Nature:** No refunds will be given due to power blackouts, water shortage, flooding, snow, construction at adjacent properties, or mandatory evacuations of the area by county officials due to hurricanes or other potentially dangerous situations arising from acts of god or nature.

10. **Lost and Found:** Guest is responsible for all shipping costs for any Lost and Found items that Host is requested to return to Guest. Items found and not claimed within 30 days will be disposed of at the discretion of Host. There will be a \$50 charge for returning any items, as well as any additional shipping costs. This is to pay the person making the return for their time and effort. Host is not responsible for these items, and in the event they are not found or shipping cannot be arranged, the host will not be liable.

10. **Parties and Events:** No parties or events are allowed. Violations of these rules are grounds for expedited eviction with no refund of any kind. A \$500 fee will also be charged on top of any charges for damages or extra cleanings.

11. **Hot Tubs and Pools:** If a hot tub or pool is provided at the Rental Property, it will be prepared and tested for proper and safe chemicals prior to or on the day of occupancy. Misuse of a hot tub or pool by the spilling of foreign substances into the pool, i.e., soap, shampoo, oils, glass or metal will result in a Service Call Charge at the sole discretion of Host. Under no circumstances are pets allowed in pools or hot tubs. Violation of this provision shall be grounds for expedited eviction and forfeiture of all monies paid.

13. **Linens and Towels:** If linens or towels are rented from Host or supplied with Rental Property, Guest is responsible for lost or damaged items at the cost of two (2) times the published standard rental price for such damaged or lost linens or towels. Bath towels, sheets, and pillows are provided. We do not provide any linens or towels for outdoor use. DO NOT take the Rental Unit's linens or towels outside. Bring items with you that you may need for hot tub use, sunbathing, or smoking outside. Please allow us to wash the Rental Unit's linens unless you need clean linens during your stay. One set of towels per guest is provided. One set of linens per bed is provided.

14. **Noise and Occupancy Monitoring:** Properties are monitored for noise and occupancy. There are cameras on the outside only of the unit and there is a tamperproof noise monitor inside the unit that only monitors decibel level, it does not record any audio. We also have a device that detects occupancy, so we will be able to tell if extra guests are being snuck in. Guest acknowledges this and understands that any attempt to disable these devices, including intentionally disabling the router (disconnecting the wifi), will result in immediate removal from the property without refund.

15. **SMOKING:** Smoking is NOT permitted in any Complete BnB Rental Units. Please refer to the rental specific rules as to where smoking is and is not allowed, and ask us if there is any confusion. Discard the butts and ashes outside. Do not throw butts on the ground or bring them into the Rental Unit. If there is any tobacco smell in the Rental Unit after your departure, there will be a minimum \$250 charge. Oil lamps and incense are not permitted due to the long-lasting odor. If these policies are violated, there will be a charge for excessive cleaning.

16. **Availability:** In the event Host is unable to make Rental Property available for any reason other than described above or a reasonable substitute as determined by Host, Guest agrees that Host and/or Owner's sole liability as a result of this unavailability is to provide a full refund of all monies paid under this Agreement and Guest expressly acknowledges that in no event shall Owners be held liable for any special or consequential damages which result from this unavailability. Guest also agrees to indemnify Host and/or Owners from and against liability for injury to Guest or any other person occupying Rental Property resulting from any cause whatsoever including, but not limited to, injury sustained as a result of use of the phone, spa, hot tub, sauna, whirlpool tub, pool, exercise equipment, elevator, etc. except only such a personal injury caused by the gross negligence or intentional acts of the Host.

17. **Termination:** Host may terminate this Agreement upon the breach of any of the terms hereof by Guest. Guest shall not be entitled to the return of any rental monies paid under the terms of this Agreement and shall vacate the Property immediately. If Guest does not vacate the property at termination, or upon the contracted rental dates, Guest will be responsible for all costs, expenses, loss of income, assumed loss of income, legal expenses, and any other monetary loss due to Guest refusal to vacate.

18. **Enforcement:** Agreement shall be enforced under the laws of the state within which the Rental Property is located, including any applicable rental acts of that state, and represents the entire Agreement. Any amendments must be in writing and signed by both parties. In the event of a dispute, legal action may only be instituted in the county within which the Rental Property is located. If any part of this Agreement shall be deemed unenforceable by law, that part shall be omitted from this Agreement without affecting the remaining Agreement.

19. **Loss of Property:** Host and/or Owners will not be liable for any loss of Host and/or Owner's property. Guest hereby acknowledges this and agrees to make no such claims for any losses or damages against Host and/or Owners, their agents, or employees. Guest agrees to purchase insurance—at their own expense—sufficient to protect themselves and their property from fire, theft, burglary, breakage, electrical connections. They acknowledge that if they fail to procure such insurance, it is their responsibility, and they alone shall bear the consequences.

20. **Indemnification:** The Rental Property may offer access to recreational and water activities, including but not limited to canoes, bicycles, and swimming. Guest fully understands and acknowledges that outdoor recreational and water activities have inherent risks, dangers and hazards. Participation in such activities and/or use of equipment may result in injury or illness including, but not limited to bodily injury, disease, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious disability. Guest agrees to fully indemnify and hold harmless the Host and/or Owners and any and all agents, employees, or contractors for any injury or damage caused by these activities, whether caused by the negligence of the Host and/or Owners, the negligence of the participants, the negligence of others, accidents, breaches of contract, the forces of nature or other causes foreseeable or unforeseeable. Guest hereby assumes all risks and dangers and all responsibility for any losses and/or damages, whether caused in whole or in part by the negligence or other conduct of the Host and/or Owners or by any other person. Guest hereby voluntarily agrees to release, waive,

discharge, hold harmless, defend and indemnify Host and/or Owners and any and all agents, shareholders, affiliates, partners, managers, employees, contractors, or any other person from any and all claims, actions or losses for bodily injury, property damage, wrongful death, loss of services or otherwise which may arise out of my use or intended use of Rental Property facilities, equipment, premises, property or activities. Guest further assumes full responsibility for the actions of any and all persons whom he may allow to enter the property during the rental period and indemnifies Host and/or Owners from any and all claims arising from such other persons.

21. **Security Deposit:** If a security deposit has been made, no portion may be applied to additional rental time or fees or other charges accrued by the Guest/ Invitees. The entire deposit will be refunded if (1) no damage was done to the property other than reasonable wear and tear, (2) all keys are accounted for, (3) no items were missing, (4) all doors and windows were closed and secured upon departure, (5) all check out procedures were followed, (6) all Rental Agreement policies were followed, (7) no miscellaneous charges were incurred, e.g., unpaid rental fees, guests or pets, additional cleaning fees, or other charges.

22. **Damages:** As a condition to the rental of all Rental Units, Complete BnB reserves the right to charge the Guest's credit card for any and all uncovered Guest/Invitee caused losses and damages sustained to the Vacation Property throughout the duration of their period of occupancy. In the event of any uncovered Guest/Invitee-caused loss or damage to the Vacation Property, including, but not limited to, undue cleaning, eviction, service calls, service charges, fines/assessments, repairs or replacements, plus all applicable taxes, Complete BnB is hereby granted the right to charge the Guest's credit card. An itemized statement outlining all associated costs will be sent via regular or electronic mail to the address submitted by the Guest at such time as the reservation was booked. By written or electronic endorsement of this Agreement, the Guest hereby agrees to pay for all such charges, as defined above and on the preceding pages.

23. **Glitter and Confetti:** 7) GLITTER AND CONFETTI ARE NOT ALLOWED AT ANY PROPERTY, INSIDE OR OUTSIDE. They will result in excess cleaning charges as they get everywhere and are almost impossible to entirely get rid of.

General Property Information:

UPON ARRIVAL: Take a look around the Rental Unit. If there are concerns or issues with your rental property, please immediately email Support@CompleteBnB.com with pictures if applicable. No refunds or considerations are given unless were notified of problems during your stay.

EMERGENCIES/ MAINTENANCE: In the event of a problem getting in the Rental Unit or if there are problems with condition or functionality of the Rental Unit, please immediately contact the Complete BnB office (leave a voice message and send a text message if there is no answer!) at (913) 484-4341. If it is after office hours we will make every effort to return your call as soon as possible. If we do not promptly return your call and it is an **urgent situation**, you may call Vacation Rental Maintenance at (785) 341-4312. This maintenance line cannot help with any reservation related details outside of a reservation currently staying at a property. They will only direct you back to the other forms of communication for those requests. Otherwise, you will be contacted during normal business hours. Support@CompleteBnB.com is also actively monitored by multiple people and can generally provide nearly immediate assistance in most cases.

ARRIVAL TIME: Check in is at 4 pm. A very early arrival may be arranged for (Property Specific Early Check In Fee) per hour, pending other reservations and the housekeeping schedule. Please contact us within 24 hours of your arrival to make these arrangements. Unless you have specifically arranged for an early arrival time, please do not arrive at the property before your schedule check in time. The door code will not work until 4 P.M.

DEPARTURE TIME: Check out is at 10 am. Your prompt departure is appreciated so we can prepare the Rental Unit for any incoming guests. A late departure may be arranged for (Property Specific Late Check Out Fee) per hour, pending other reservations and the housekeeping schedule. If you have not arranged for a late check out, you may be charged (Property Specific Late Departure Charge) for each hour beyond 10 am you are still on property, at a minimum of one hour. If the Rental Unit has not been vacated by 4 pm, a fee equal to the rental rate of 2 ½ days may be assessed along with any losses caused by the inability to host an incoming guest.

RIGHT OF ENTRY: Guest(s) agree that Complete BnB reserves the right to enter the rental property any time to investigate disturbances, check occupancy, check for damage, to make such repairs, alterations or improvements as we may deem appropriate.

CLEANING REQUIREMENTS: A starter supply of expendable supplies such as paper goods and soap is provided; please bring additional if you feel this will not be adequate. Housekeeping is not provided during your stay unless previously arranged. Failure to comply with pre-departure cleaning requirements may result in excessive cleaning and may be charged at \$45/hour, with a one-hour minimum:

- 1) Place used towels in the washing machine and start it. Feel free to dry as well, but starting the wash helps limit the amount of time our housekeepers have to spend waiting on laundry and helps lower the cleaning cost for you.

- 2) Please leave all sheets on beds. Housekeeping will remove and replace them with clean ones.

- 3) All dirty dishes, cookware and eating utensils should be washed, rinsed, dried and put away in the proper location. In properties with a dishwasher, the aforementioned items should at least be running in the dishwasher prior to leaving.

- 4) Floors should be in generally good condition and ready to be vacuumed and or mopped by our housekeepers.

- 5) All appliances (stove, oven, BBQ, etc.) should be left in a clean condition and free of spills and grease.

6) All pet waste needs to have been picked up and disposed of in a sealed container outside the rental unit. Failure to do so will result in additional charges.

NOW, THEREFORE, in consideration of the mutual agreements and covenants herein contained, Guest has read and agreed to the following: I understand the rules and rental conditions upon which I am agreeing to rent accommodations, equipment, and use of the property. I acknowledge and accept that the sole responsibility for safety lies with the participant. In agreeing to this, I acknowledge that outdoor activities and exposure to the natural elements and animals can be dangerous and sometimes result in injury and even death. Steps and decks can be slippery, animals and insects can threaten and infect or injure, exposure to the elements can cause hypothermia, sunburn, among other risks inherent in participating in camping, outdoor and water activities. I know that alcohol and/or drugs do not mix safely with any outdoor activity. I am over the age of 18 and assume responsibility for those in my charge under the age of 18. I hereby assume all legal responsibility for bodily injury to me or to any person on the property as a result of my visit and use, operation or possession of equipment hired or loaned to me. Acknowledging this, I accept complete responsibility for the minor children and myself in my charge and visit the property and equipment and engage in activities or events at my own risk. I will abide by the rules and accept these rental conditions: The property I rent will be returned in the same condition in which it was rented and I will be responsible for all damage and/or loss that occurs during my rental period. I agree to hold harmless and to indemnify the Host and/or Owners of the Rental Property against all loss, damage, expense and penalty on account of personal injury or property damage to the rental dwellers, the undersigned or to any minor child or children in the charge of the undersigned, howsoever rising, whether by act or acts or failure to act of the employees, Host and/or Owners or animals of the said company or property Host and/or Owners or not. I acknowledge receipt of the property in good order and condition (if found otherwise per my arrival I will contact Host and/or Owners immediately) and further agree that the Host and/or Owners of the Rental Property shall not be liable for consequential damages of any kind or nature from whatever cause arising, whether property or equipment is loaned or rented. I enter into agreement freely with the Host and/or Owners of the Rental Property at my own risk, acknowledging the risks inherent in indoor and outdoor activities and assume any and all responsibility for the minor children and myself in my charge.

All parties agree to and will comply with Federal, State and County pollution laws and any other applicable laws and regulations

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