



FIRST FLIGHT RENTALS

RENTAL POLICIES

[Vacation Rental Advisory](#)

The Vacation Rental Act became in effect on January 1, 2000. The act covers all vacation rentals in North Carolina. Among the new law's provisions are unique duties for you, as a rental guest, to care for any rented property, and it gives the agent the ability to terminate the rental of the property and expedite an eviction of you and your party if you and/or your party breach the rental agreement. [Click here](#) to read the Vacation Rental Act in its entirety.

Reservations: 1-866-595-1893

You may speak to a Vacation Specialist 7 days a week from 9:00 AM until 5:00 PM by calling toll-free 1-866-595-1893. Other reservation options include: e-mail requests at info@firstflightrentals.com or search our properties 24/7 at www.firstflightrentals.com. Our mailing address is First Flight Rentals, LLC, PO Box 222, Kill Devil Hills, North Carolina 27948

To confirm your reservation, you will need to send an advance rent payment equal to one-half of the reservation period's rental amount plus, your travel/trip cancellation insurance premium (if applicable) within ten (10) days of booking the reservation. Last minute bookings require this advance payment to be made at the time of booking. Upon receipt of your payment, a lease will be forwarded to you confirming your reservation. [Click here](#) to view and/or print our vacation rental agreement in PDF form.

The balance of your rent and taxes will be due thirty (30) days prior to your arrival. You may pay this balance by personal check, Visa, MasterCard, Discover, American Express, money order, or cashier's check. No personal checks will be accepted within fourteen (14) days of arrival. Total Tenant balance is due thirty (30) days before arrival date. Any payments made within thirty (30) days of arrival date are to be in guaranteed funds. All payments to be made in US funds.

Reservations made within thirty (30) days prior to arrival date must be PAID IN FULL within three (3) days of booking the reservation. Last minute or walk-in reservations for partial or weekly stays will require payment by guaranteed funds and a signed vacation agreement prior to first night's stay.

[Taxes](#)

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Charges for state sales tax and local lodging tax are calculated on the basis of the gross rent amount. These taxes are due with the payment of the balance of your rent (tax rates are subject to change). Tax is also charged for travel insurance, security insurance, and any items you may rent.

Insurance

Travel Guard Insurance offers Trip Cancellation Coverage and Interruption coverage. The charge for this protection is automatically added to your advance rent payment. If you do not wish to purchase coverage, you must delete the charge by initialing where indicated on your Vacation Rental Agreement. We highly recommend the purchase of this coverage for your financial protection in case of cancellation where we are unable to recoup your advance rent payments or in time of MANDATORY evacuation due to severe storms. Please call Travel Guard (1-888-409-7749) directly with all questions.

Cancellations

In cases of cancellation, no refund of rents will be made until the cancelled period is re-rented and confirmed. If the cancelled period cannot be re-rented, no money will be returned, and full rent is still due and payable in full. If the cancelled period is re-rented, any rent monies paid will be refunded to you, less a \$150.00 fee. All cancellations must be made in writing.

Cancellations or transfers (including date changes or switching of homes) must be made in writing. We cannot refund any monies unless the original home is re-rented for the entire rental period and prepayment has cleared. Once that has occurred, we will return payment (less travel insurance and a cancellation fee). Every effort will be made to re-book; however, if the home does not re-book, all monies received will be forfeited by you.

Check-In/ Check-Out/ Late Arrivals

Check-In is guaranteed at **4:00 PM** or as soon as the property has been cleaned, inspected, and is ready for occupancy. We reserve the right to delay check-in in order to perform maintenance or special cleaning.

First Flight Rentals has an electronic keyless entry system thus eliminating the hassle of having to pick up / drop off keys for each condo. We will provide you with the code prior to your stay. Once your reservation is paid in full and we have received a signed lease agreement, you will be given a code seven (7) days prior to your arrival. This code will



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NOT work until check-in time or as soon as the property is ready for occupancy.

Arrangements for late check-ins, balance due reservations or a nightly stay can be handled by calling 1-866-595-1893 or visiting our office at 400 S. Croatan Highway, Kill Devil Hills, North Carolina.

Departure time is before **10:00 AM** on the ending date of your reservation. Your keyless code will deactivate at **10:00 AM** and will lock you out of the condo. You are responsible for leaving the condo in the condition that you found it. Please place all trash in outside containers located at the entrance of the property, wash and put away all dishes. Any food items left in condo will be donated to the local food bank.

[Early Check-In/ Late Check-Out Options](#)

To accommodate our guests that would like to have an early check-in or a late check-out, First Flight Rentals offers this service for a non-refundable fee of \$50.00. Early check-in cannot be earlier than 1:00 PM and late check-out cannot be later than 1:00 PM. First Flight Rentals will make every effort to accommodate your request, but unforeseen problems may occur that can delay this option. If interested in this option, call one of our vacation specialists to discuss your needs.

[Short Stays/ Mini-Vacations](#)

First Flight Rentals, LLC has an open calendar. Reservations can be made for less than a full week (three (3) or more nights) any time of the year. We allow you to choose the arrival and departure days.

[Telephones/Long Distance Phone Calls](#)

Telephones are provided for your convenience and safety. Long distance service is blocked on the unit phones. Long distance service must be accessed by dialing "0" first and using your credit card. We do not guarantee long distance access. If long distance or any other phone charges (*69, 900 numbers, etc.) do show up on an owner's account during the time of your stay, you will be charged a \$25.00 collection fee on each call charged to the owner's phone.

[Security Deposit Protection Waiver Plan](#)

First Flight Rentals, LLC requires a mandatory security deposit insurance fee in lieu of a security deposit, which is included in the rental rate. The fee will cover any reported and/or accidental loss or damage to the rental property up to \$1,500.00. For any

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intentional or unreported damage, or any damages in excess of \$1,500.00 by the Tenant, Tenant will be held responsible for payment in full for repair and/or replacement necessary. First Flight Rentals, LLC reserves the right to pursue any remedies for unreimbursed damages, including in the event coverage is denied by the security deposit insurance provider.

Damage

All breakage and condo damage during your occupancy must be reported to our office prior to or at the time of check-out. Tenants are responsible for and are expected to assure liability for any damage to the condo and its contents, other than normal wear and tear, during their occupancy.

Family Groups Welcome

Our condos are available for families, honeymooners and other small groups. We do not rent to sororities, fraternities and prom groups. Should a group misrepresent themselves, they will be required to vacate the premises immediately without refund. We require that the leaseholder to be at least twenty-five (25) years old.

Linens

All of our condos include linens, bath towels and pool towels. Our housekeeping staff will have your beds made up for your arrival. Two towel sets per bedroom are provided and each set consists of one (1) bath towel, one (1) hand towel and one (1) face cloth. Bedding for the sleep sofas will be left in a closet. If you wish to have more towels, we offer additional towel sets at a minimal charge. Please remember to bring your own beach towels as they are not provided.

Maid Service

In addition to the regular cleaning done before your arrival and after your departure, we are pleased to offer you the convenience of maid service during your stay. Our cleaning service cost varies. Call our office for details and arrangements.

Maintenance, Refunds

Please report any inoperative equipment to our office promptly. We will make every reasonable effort to have the problem corrected on the same day. Under no circumstances will there be a reduction of rent for any mechanical failure of items including but not limited to, air conditioning, dishwasher, washer, dryer, TV, VCR, or



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appliances. There are no refunds for inclement weather, including hurricanes.

Extras, such as pools, hot tubs, TV and stereo equipment, elevators, fitness equipment, video games, internet and telephones when advertised or supplied in a vacation property are supplied as a convenience for Tenant and guest use. In the event of a malfunction or breakdown of extras, Agent will call for repairs, upon notification. Tenant agrees that there will be no refund for malfunction or breakdown of extras. In the event of a malfunction of any appliance or feature, Tenant must notify Agent so repair arrangements can be made. Agent will expedite repair, but **NO REFUND OF RENT WILL BE PAID**. Every effort has been made to insure publications have been verified for accuracy regarding listings of furnishings or equipment. Changes and errors determined after publication will be corrected if possible upon Agent being informed. **NO REFUNDS** will be issued for any such changes or errors.

Pets

NO ANIMALS of any kind shall be allowed in/on any properties unless the condo states that pets are allowed. Pet properties allow maximum of one (1) pet and it **MUST** be declared at booking and noted on the VRA. Dogs have a fifty (50) pound weight/size limit at First Flight Retreat Condominiums. There is a \$100.00 (plus tax) fee per pet per stay. Unruly or unattended pets will be grounds for removal in pet-friendly properties. Violation shall be grounds for immediate eviction and tenant will forfeit all rent paid and will be liable for a minimum of a \$250.00 flea spray and cleaning charge.

Parking

There is no assigned parking at First Flight Retreat. Our office has a limited amount of reserved parking passes. If you should need one, please call our office to have one assigned. There are handicap parking spaces designated especially for the handicapped. Extra parking spaces are available on the west side of the building facing the street.

Internet

The condos rented through First Flight Rentals have free wireless access to the internet. No refunds or compensation will be given if access is unattainable.

Concierge Services

First Flight Rentals can provide concierge services in house. However, many services are subcontracted out to outside independent third party vendors. First Flight Rentals is not



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responsible for errors or omissions by these companies and does not provide any warranty on their goods or services.

Items Left At Vacation Home

First Flight Rentals will not be responsible for items left in the condo. A \$25.00 handling fee plus postal charges will apply to all returns. Items will be returned via USPS. Any items found in homes that are not claimed within thirty (30) days will be donated to charity.

Keys

First Flight Rentals has an electronic key pad system and not individual keys for each condo. We will give you a code for the condo within seven (7) days prior to your arrival if your reservation is paid in full. The code will not work until the condo is ready for occupancy. Codes will be e-mailed or given over the phone prior to the start of tenancy if the reservation has been paid in full and a lease signed. The code will deactivate promptly at 10:00 AM on your departure date and you will not be able to access the condo after that departure time.

Pre-Reservations for 2010 Season

We are glad to give you the opportunity to plan your vacation in advance. We require a nonrefundable advance reservation fee of \$50.00 plus tax to be paid at the time of reservation. Some properties may fall prey to damage, sale by owner, or owner's first right of refusal to use the property; so no guarantee can be made as to availability. First Flight Rentals will make every effort to notify you and offer other options should a property become unavailable. You will be sent a confirmation in January of the coming year.

Disclosure

Every effort has been made to ensure that our descriptions, amenities available and rates are accurate. However, we CANNOT BE HELD RESPONSIBLE for changes made by owners in furnishings or equipment, inaccurate descriptions, or printing errors.

We regret that we will be unable to move you to another condo or compensate you for errors or an omission that may be included in First Flight Rentals' printed material.

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