

# FAQs

## **Booking & Cancellation**

### **Q: How old do I need to be to reserve the home?**

A: In order to reserve our vacation home you must be at least 25 years old.

### **Q: Do infants count toward the maximum occupancy?**

A: Children over the age of 3 count toward the maximum occupancy.

### **Q: Can I bring my dog along?**

A: No Pets are allowed on the property at any time.

### **Q: What is the difference between VRBO and your site?**

A: VRBO//HomeAway/VacationRentals are advertising sites. We represent the owners directly and manages everything from marketing to maintenance and housekeeping. We advertise on VRBO and other sites to get our vacation home the most visibility.

### **Q: Can I bring more people than the maximum allowed listed?**

A: Maximum occupancy does not only refer to the number a home can sleep, this is also the number of people allowed in the home at any given time. It is determined by the licensing authority based on the number of exits in the home and fire safety evacuation plan. Some counties or HOA's have codes that are strictly enforced. Please abide by the maximum occupancy number for the home at all times.

### **Q: I tried to book a reservation online but it gave me an error. How do I know my reservation is secured?**

A: You are welcome to call us at 215-428-1492 or email us at [paar4propertiesllc@gmail.com](mailto:paar4propertiesllc@gmail.com) to confirm.

### **Q: Can I get a breakdown of the total cost?**

A: Simply call us at 215-428-1492 or email us at [paar4propertiesllc@gmail.com](mailto:paar4propertiesllc@gmail.com) to request a breakdown.

### **Q: What is your cancellation policy?**

A: Cancellations must be made 120 or more days prior to scheduled arrival in writing to receive refund of your deposit. There is a \$100 Cancellation fee for all cancellations made within the cancellation period. If a reservation is cancelled with less than 120 days notice you will forfeit all monies and be responsible for the full rental amount unless the Property is re-rented for the entire length of the stay at full price in which case, there will be a 10% cancellation fee. If you are a "no-show," you will forfeit the full amount of the rental. We do not give credit for early departures or for inclement weather.

### **Q: What is the pet policy?**

A: No Pets are allowed on the property at any time.

### **Q: Do you take partial payments or must I pay in full upon booking?**

A: You need not pay in full upon booking when booking over 60 days from arrival date. All Bookings require payment of 50% of stays lodging to reserve the home. The remaining balance (remaining lodging, taxes, fees, and security deposit if applicable) must be paid 60 days prior to scheduled arrival date. We require a valid credit card on file to reserve a home (Visa, MasterCard, Discover or American Express).

### **Q: How can I modify my reservation, and are there any fees associated with that?**

A: Please call us at 215-428-1492 or email us at [paar4propertiesllc@gmail.com](mailto:paar4propertiesllc@gmail.com) to help you modify your reservation. There could be additional fees depending on the change occurring, but we will walk you through everything before finalizing it.

### **Q: Do you have monthly rates for your home?**

A: The rates for our home vary based on day of the week, local events, and season.

**Q: Would I need to sign a rental contract for renting this vacation rental?**

A: You are required to sign a rental contract agreeing to policies that are specific to the vacation home. We ask that you review and sign the contract and return it to us via email or fax.

**Q: What is the difference between a hotel and a vacation rental?**

A: Our vacation rental is owned by private home-owners and can be preferable to hotels for a number of reasons. It is typically more comfortable, it offers more privacy, it offers a full gourmet kitchen for preparing meals and is more accommodating to those traveling with children.

**Q: How do I pay for a reservation?**

A: We accept PayPal as well as the following credit cards: Visa, Mastercard, Discover, American Express. We also accept bank cashier's checks for reservations. Personal checks are not accepted.

**Features & Amenities**

**Q: Is smoking allowed in the home?**

A: The entire property is nonsmoking and any form of smoking is prohibited inside the property or on its balconies.

**Q: Does the home come with linens and towels, or do I need to bring my own?**

A: The vacation home does **not** come with linens, blankets, towels. You agree to provide your own linens, blankets, towels and/or have them provided by a linen service.

**Q: What items can I expect to find in the home?**

A: Please see the features and amenities section of the home listing. PAAR 4 also provides a few items to get you started, including: soap, paper towels, coffee filters, carpet spot cleaner, toilet paper, laundry detergent, fabric softener, dishwashing liquid, dishwasher pacs/pods, dish brush, kitchen trash bags, and small trash can liners. If there is something specific that you require, please make sure you bring it with you.

**Q: What cable package does the home have? Will we be able to watch the game?**

A: This vacation home has Comcast/Xfinity for cable and Wi-Fi, and is equipped with Chromecast on the living room TV for streaming. PAAR 4 cannot guarantee Television service or TV Channel availability.

**Q: If I want to order the UFC Fight, a movie, or a game can I do so and have it charged to my credit card on file?**

A: We do not provide any sort of pay-per-view service.

**Location & Access**

**Q: How do I obtain the keys?**

A: We will e-mail check-in instructions 7 days prior to your stay including driving directions and the code to the lock box or electronic deadbolt.

**Q: The lockbox only has one set of keys. Can we get another set?**

A: We prefer the keys stay in the lockbox so that each member of your party can access the home at any time. This will eliminate the need for multiple key sets. It also prevents the keys from getting lost.

## **Housekeeping & Maintenance**

### **Q: Can I not pay the cleaning fee if I clean the home myself, rather than using your cleaning services?**

A: No. You are expected to treat the vacation home with respect, keeping in mind that this is a private home, not a hotel room. Upon your departure, please leave the home in clean, neat and orderly condition, in the same general condition as it was when you arrived. Staff will arrive shortly after your departure to thoroughly clean and inspect the home.

### **Q: We've run out of toilet paper. Can you bring us some more?**

A: PAAR 4 provides a starter kit of supplies only. If you think you will need more than what is provided, please make sure to bring some with you.

### **Q: We can't find any paper towels or dishwashing detergent. Can you bring us some?**

A: Please check in all cabinets (under the sink, above the refrigerator). Our housekeeping staff works diligently to prepare each home in preparation for your arrival. We provide an initial supply of tissue, toilet paper, paper towels, bath soap, laundry and dish detergent. We do not replenish additional products during your stay.

### **Q: We can't get the fireplace/internet/hot tub/etc. working. Are there instructions in the house?**

A: You should have received an email from us with check-in instructions that includes a link to a digital guest binder and a welcome book is on the premises. However, if no instructions are found or if you need further assistance please contact PAAR 4 at 215-428-1492.

## **Check-in & Check-out**

### **Q: What are the check-out procedures?**

A: Checkout is NO LATER than 10 AM on the departure date. Late check out will be charged a fee equal to 50% of the then published rental rate for one day/night.

### **Q: Do I have to check in by a certain time?**

A: Check-in is at 3 PM and guests can arrive any time after. Every effort will be made to have The Property ready by 3 PM, but in some cases, it may not be available until as late as 5 PM due to unforeseen maintenance and/or excessive cleaning that may be required. There are some cases when early check-in is available. If that is the case, we will email you the morning of your stay to inform you that an early check-in option is available. Please note that we will not be able to confirm or deny an early check in request prior to the day of check in due to our cleaning schedules.

### **Q: Do you allow early check-ins?**

A: An early check-in is dependent on whether or not the housekeeper has time to fully clean the home before your arrival. If guests are checking out the same day that your reservation begins, an early check-in is not allowed as it will not allow the housekeeper enough time to fully prepare the home for you. We will email you the morning of your check-in if early check-in is available.

### **Q: Can I get a late check out?**

A: Late check-out is available if we do not have another reservation that night. There is a fee (plus taxes) associated. The fee varies from house to house. We can tell you if a late check-out is available three days before check-in. If you pay for late check-out you will have the home until 7pm the day you check-out.

### **After your stay**

#### **Q: What is your lost and found policy?**

A: You are solely responsible for personal property left in or about the Property. Neither PAAR 4 nor Property Owner shall be held liable under any circumstances for any damages to, or loss of property. If found, we will return your lost item to you if you call us within one week of your departure date. We do charge a \$25 fee, plus shipping to cover the cost of labor, drive time, and postal fees.