

## RENTAL PROGRAM INFORMATION

1. Owners can check when their site is rented online at [www.hhimr.com](http://www.hhimr.com) through the Owners Portal or through [app.staylist.com](http://app.staylist.com) with their personalized username and password.
2. When Owners plan to be on their site, a reservation is needed to avoid conflicts with Renters.
  - a. Be sure to make a reservation online at [app.staylist.com](http://app.staylist.com).
  - b. **Or** call the Front Office at 843-785-7699 and ask them to make the reservation for you.
3. Reservations can be canceled or changed online through [app.staylist.com](http://app.staylist.com).
4. If you plan to have work done on your site please contact the office to have them place a "Block" (not a reservation) on your lot to show that work is being done on your lot. This will avoid conflicts with renters reserving your site when it is not available to rent. When the work is complete contact the office to terminate the block.
5. In order to properly and accurately track Owner's coach movement, an RFID tag will be placed on your motorcoach. Please be sure that your motorcoach RFID opens the entry gate. Do not tag along behind another vehicle. This will assure that the RFID reads and registers in the office confirming your 90-day turnaround. The RFID also assists the office in knowing when you have arrived for your stay with us. If you experience any issues with your RFID not opening the entry gate please contact the office.
6. Rental checks are sent out on approximately the 10<sup>th</sup> of the month. These checks are for 50% of the Rental charges from the previous month.
7. In the Guest of Owner program any **LOT** may be used free of charge for 21 days (consecutive or separately). Once the first 21 days per lot have been used, any guest on that lot will then compensate the Resort at a rate of ½ the regular rental rate for up to 21 additional days. After 42 total days of use on any individual lot, any Guest will pay the full rental rate.
  - a. The "Guest of Owner" form, which is available on the Owner side of the website will need to be completed. The login and password will be provided to you in your owner's packet after the closing.
  - b. If the owner allows an individual guest to stay for the full 42 nights, this guest is no longer able to stay as a guest of any Owner for free or at ½ the regular rental rate and is then required to pay full rental rates for additional nights during the calendar year.

## RENTAL PROGRAM INFORMATION

- c. This form must be filled out completely and received by the resort office prior to the guest(s) arrival. Or fax completed form to: (843)785-7643 or email to: [fdmanager@hhimr.com](mailto:fdmanager@hhimr.com)

### 8. Rental Guest Policy:

- a. If an Owner comes in without a reservation to use their site and a Guest is on their site, the policy is to allow the Guest to complete their stay on their assigned site. The owner would need to make their own arrangements to find a friend to allow them to do a "Guest of Owner" stay on their site. Or the Owner can pay the current nightly rate to stay on an available site as a guest until their lot is available for them to move to.
- b. When an Owner makes a future reservation for themselves, if a Guest has reserved the site for the same duration, the Front Office staff can move the Guest to a different site of their choice as long as it is 14 days out from the guest's reservation date.

9. To be on the Rental program, each site must have a minimum of one table and four chairs, and preferably an umbrella.

10. If your lot is in the rental program please submit up to 7 photos and a brief description of what your lot has to offer. Example: close to the clubhouse, fire-pit for use but bring your own propane. All photos and descriptions can be emailed to [fdmanager@hhimr.com](mailto:fdmanager@hhimr.com)

11. If you decide to remove your lot from the rental program for any reason a new rental designation form will need to be filled out and placed on file at the office. This form can be found in the Owner's portal of the website. [www.hhimr.com](http://www.hhimr.com)

12. Trees, landscape, and irrigation on the site should be inspected by the Owner periodically for liability purposes. All three are the Owner's responsibility.

13. Liability insurance is recommended and information should be provided to the Front Office.

- Suggested Insurance companies:
- Coastal Plains Insurance 843-785-7733
- Eastern Insurance 781-596-8911

The Resort Manager reserves the right to remove any lot from the rental program if at any point the POA fees are past due or the lot is considered unsafe or not in compliance.