Rental Agreement

This Rental Agreement ("Agreement") is entered into between **Pacific Line Rentals** ("Operator") and the guest or guests associated with the confirmed reservation ("Guest"). By confirming a reservation for any accommodation operated or managed by Pacific Line Rentals ("Property"), the Guest acknowledges and agrees to this Agreement and the policies incorporated into it.

---

1. Reservations and Booking Channels

- **Booking.com Only:** All Pacific Line Rentals accommodation reservations are made exclusively through Booking.com. Guests should complete reservations only through active Pacific Line Rentals property listings available on Booking.com.
- **Informational Website:** The website pacific-line-rentals.com is provided for property information, guest inquiries, and customer support. It does not independently accept or process accommodation reservations.
- **Reservation Confirmation:** A reservation is considered confirmed when it has been successfully completed and confirmed through Booking.com.
- **Agreement to Terms:** By completing a reservation, the Guest agrees to this Rental Agreement, the applicable Cancellation Policy, Terms & Conditions, Privacy Policy, property rules, selected rate conditions, and reservation-specific terms presented through Booking.com.
- **Reservation-Specific Terms:** If there is a discrepancy between this Agreement and reservation-specific conditions presented and accepted through Booking.com, the reservation-specific conditions and mandatory Booking.com requirements will apply to that reservation, subject to applicable law.

---

2. Rate Plans, Payments, Cancellations & Refunds

Pacific Line Rentals offers rate options with different levels of payment and cancellation flexibility. The applicable rate, total reservation price, payment schedule, cancellation deadline, and refund conditions are disclosed before the reservation is confirmed. The detailed Cancellation Policy forms part of this Agreement.

2.1 Standard Rate

Payment Policy

The Standard Rate provides maximum payment flexibility and does not require an advance accommodation payment.

- **Advance Payment:** No deposit or advance accommodation payment is required at the time of booking.
- **Payment Due:** The full reservation amount is due on the scheduled check-in date.
- **Payment Method:** The amount due on the scheduled check-in date is collected directly by Pacific Line Rentals through a secure Stripe-hosted Payment Link or Stripe Invoice.
- **Free Cancellation:** The reservation may be canceled without an accommodation cancellation charge until 7 days before the scheduled check-in date.

- **Late Cancellation:** If the reservation is canceled within 7 days of the scheduled check-in date, a cancellation charge equal to one night's stay may apply.
- **No-Show:** If the Guest does not arrive, a charge equal to one night's stay may apply.
- **Canceled Stay:** If the reservation is canceled and the stay does not proceed, the remaining accommodation balance will not be collected.
- **Bookings Within 7 Days:** No separate advance deposit is required solely because the reservation is made within 7 days of arrival. Because the reservation is already within the late-cancellation period, the applicable one-night cancellation or no-show condition may apply from confirmation. If the stay proceeds, the full reservation amount remains due on the scheduled check-in date.

2.2 Promotional Rate

The Promotional Rate provides a 10% discount compared with the applicable Standard Rate in exchange for the payment and cancellation conditions below.

- **Discount:** 10% off the applicable Standard Rate.
- Booking Payment: An amount equal to one night's stay is charged at the time of booking through Booking.com's payment system.
- **Additional Advance Payment:** No additional advance accommodation payment is required before check-in.
- **Remaining Balance:** The remaining reservation balance is due on the scheduled check-in date.
- **Payment Method for Remaining Balance:** The remaining balance is collected directly by Pacific Line Rentals on the scheduled check-in date through a secure Stripe-hosted Payment Link or Stripe Invoice.
- **Free Cancellation:** Free cancellation is available until 7 days before the scheduled check-in date.
- **Refund During Free-Cancellation Period:** The one-night booking payment remains refundable during the free-cancellation period and is handled through the applicable Booking.com payment and refund process.
- **Late Cancellation:** Once the reservation enters the 7-day period before check-in, the one-night booking payment becomes non-refundable.
- **Canceled Stay:** If the reservation is canceled within the 7-day period and the stay does not proceed, the remaining accommodation balance will not be collected.
- **No-Show:** The one-night booking payment remains non-refundable, and the remaining accommodation balance will not be collected.
- **Bookings Within 7 Days:** For reservations made within 7 days of check-in, the one-night Booking.com payment is required at booking and is non-refundable from confirmation, subject to applicable law and the reservation terms accepted at booking. The remaining balance is due on the scheduled check-in date only if the stay proceeds.

2.3 Non-Refundable Rate

The Non-Refundable Rate provides a 25% discount compared with the applicable Standard Rate in exchange for full payment at booking and stricter cancellation conditions. This rate is available only for eligible reservations made at least 30 days before the scheduled check-in date.

- **Discount:** 25% off the applicable Standard Rate.
- **Eligibility:** Available only for eligible reservations made 30 days or more before the scheduled check-in date.
- **Full Payment:** 100% of the reservation amount is charged at the time of booking.

- **Payment Method:** Full payment is processed through Booking.com's payment system
- **Balance at Check-In:** No accommodation balance is due at check-in.
- **Cancellation:** The reservation is non-refundable from the time it is confirmed.
- **Guest-Initiated Cancellation:** If the Guest voluntarily cancels the reservation, the full accommodation payment remains non-refundable.
- **No-Show:** The full accommodation payment remains non-refundable.
- **Early Departure:** If the Guest voluntarily leaves before the scheduled check-out date, unused nights are non-refundable, except where otherwise required by applicable law or expressly agreed by Pacific Line Rentals.
- **Property Unavailability:** If Pacific Line Rentals cannot provide the reserved accommodation and an appropriate alternative cannot be provided or accepted, any refund required under the applicable reservation terms and law will be handled through the applicable Booking.com payment and refund process.

2.4 Changes to Non-Refundable Reservations

- **No Guaranteed Changes:** Guests do not have a guaranteed right to change stay dates, the property, or other material reservation details.
- **Exceptional Circumstances:** Pacific Line Rentals may, at its discretion and subject to availability, consider a request to modify stay dates in exceptional circumstances.
- **No Refund Alternative:** Approval of a date change does not entitle the Guest to a cash refund, partial refund, or credit for the original reservation.
- **Higher-Priced Dates:** If an approved modification results in a higher applicable accommodation price, the Guest is responsible for the additional amount.
- **Lower-Priced Dates:** If the revised stay has a lower applicable price, no refund or credit for the difference will be provided.
- **Non-Refundable Status:** An approved modification does not convert the reservation into a refundable rate.
- **Approval Required:** A requested modification is not confirmed until expressly approved through the applicable reservation communication channel.

2.5 General Refund Processing

- **Refund Eligibility:** Refund eligibility depends on the selected rate, cancellation date, payment method, and reservation-specific terms accepted at booking.
- **Booking.com Payments:** Eligible refunds of payments originally processed through Booking.com's payment system are handled through the applicable Booking.com payment and refund process.
- **Stripe Payments:** If an eligible refund relates to a payment collected directly by Pacific Line Rentals through Stripe, the refund will be processed through the applicable Stripe payment channel.
- **Original Payment Method:** Refunds are returned through the applicable original payment channel. Pacific Line Rentals does not provide cash refunds or unrelated alternative refund methods.
- **Processing Time:** After a refund is processed, posting time may vary depending on Booking.com, Stripe, the card issuer, payment provider, or financial institution.

3. Modifications, Early Departures & No-Shows

- **More Than 7 Days Before Check-In:** Guests with eligible Standard or Promotional Rate reservations may request changes to dates, occupancy, or other reservation details, subject to availability and approval. Any difference in price may be charged or credited as applicable.
- **Within 7 Days Before Check-In:** Modification requests are subject to availability and approval and may result in additional charges or revised reservation terms. A modification does not automatically extend or restart the original free-cancellation period.
- **Early Departures:** Guests who voluntarily leave before the scheduled check-out date are generally not entitled to a refund for unused nights, except where otherwise required by applicable law or expressly agreed by Pacific Line Rentals.
- **Standard Rate No-Show:** A charge equal to one night's stay may apply.
- **Promotional Rate No-Show:** The one-night payment made at booking is non-refundable and the remaining accommodation balance will not be collected.
- **Non-Refundable Rate No-Show:** The full accommodation payment remains non-refundable.

---

4. Check-In and Check-Out

- **Check-In Time:** 4:00 PM.
- **Check-Out Time:** 12:00 PM.
- **Unauthorized Late Check-Out:** An unauthorized late check-out that delays cleaning or preparation for incoming guests may result in a $300 fee, where disclosed and permitted.
- **Guest Responsibility:** Guests must review and follow the check-in and check-out instructions provided in their reservation confirmation and pre-arrival communications.
- **Early Check-In / Late Check-Out:** Requests are subject to availability and are not guaranteed unless expressly confirmed by Pacific Line Rentals.

---

5. Self Check-In

- **Secure Access:** Pacific Line Rentals properties generally provide secure self check-in using electronic door codes, smart locks, or another secure access method.
- **Arrival Instructions:** Check-in and access instructions are provided through the email address or Booking.com reservation messaging channel associated with the confirmed booking before arrival.
- **Guest Responsibility:** Guests are responsible for ensuring they can access their email or reservation messages and review all arrival instructions before traveling to the Property.
- **Security:** Access codes, lock information, and other security credentials must not be shared with unauthorized individuals.
- **Access Issues:** Guests experiencing difficulty accessing the Property should contact Pacific Line Rentals promptly for assistance.

6. Property Use and House Rules

- **No Smoking:** Smoking is strictly prohibited inside the accommodation. Violations may result in a$500 fee and documented additional cleaning or damage charges, where disclosed and permitted.
- **No Unauthorized Parties or Events:** Unauthorized parties, commercial events, or large gatherings are not permitted.
- **Noise and Conduct:** Excessive noise, nuisance behavior, or conduct that materially disturbs neighbors or other occupants is prohibited and may result in termination of the stay, subject to applicable law and Booking.com requirements.
- **Occupancy:** Guests must comply with the maximum occupancy and other property-specific requirements disclosed in the applicable Booking.com listing or reservation.
- **Care of Property:** Guests must treat the Property, furnishings, appliances, amenities, and surrounding areas with reasonable care and promptly report material damage or issues.
- **Pets:** Pets are permitted only where expressly allowed in the applicable property listing or otherwise approved in writing. Property-specific fees or rules may apply.
- **Property Rules:** Guests must comply with applicable building, community, HOA, parking, pool, amenity, and other property-specific rules communicated in connection with the stay.

---

7. Security Deposits and Additional Fees

- **Security Deposits:** Certain properties may require a refundable security deposit when disclosed on the applicable Booking.com property listing before booking.
- **Purpose:** A security deposit may be used to cover documented damage, missing items, excessive cleaning, or other properly chargeable amounts under the reservation terms.
- **Disclosure:** Any required security deposit and its applicable conditions will be disclosed before the reservation is confirmed.
- **Refund of Deposit:** Where applicable, refundable security deposits will be released or refunded following check-out and property inspection, subject to documented deductions permitted under the reservation terms.
- **Cleaning Fee:** A cleaning fee may be included or added to the reservation total where disclosed to cover professional cleaning and property preparation.
- **Parking:** Complimentary parking or additional parking charges may apply depending on the Property and will be described in the applicable listing.
- **Other Property-Specific Fees:** Any mandatory property-specific charges will be disclosed as required before booking.

---

8. Maintenance, Access & Right of Entry

- **Reporting Issues:** Guests should promptly report maintenance problems, property damage, safety concerns, or significant service interruptions so Pacific Line Rentals has a reasonable opportunity to investigate and address the issue.
- **Reasonable Efforts:** Pacific Line Rentals will make reasonable efforts to address reported issues as promptly as circumstances permit.
- **Right of Entry:** Pacific Line Rentals or its authorized representatives may access the accommodation when reasonably necessary for maintenance, repairs, inspections, safety concerns, emergencies, or other legitimate operational purposes, subject to applicable law.

- **Advance Notice:** When reasonably possible, Guests will be notified before non-emergency access.
- **Minor Disruptions:** Temporary service interruptions, including internet outages, utility issues, routine maintenance, or minor repairs, do not automatically qualify for a refund or credit.
- **Significant Issues:** Material issues affecting the usability of the accommodation will be reviewed individually based on the circumstances, applicable reservation terms, and applicable law.

---

9. Force Majeure & Operator's Right to Cancel

- **Events Beyond Reasonable Control:** If a reservation cannot be fulfilled because of circumstances outside Pacific Line Rentals' reasonable control, including natural disasters, government restrictions, utility failures, building emergencies, or similar events, the reservation will be handled in accordance with the applicable reservation terms, Booking.com requirements, and applicable law.
- **Property Unavailability:** If the reserved accommodation becomes unavailable or unsuitable for occupancy, Pacific Line Rentals may attempt to offer appropriate alternative accommodation where reasonably available.
- **Refunds:** If Pacific Line Rentals cannot provide the reserved accommodation and an appropriate alternative cannot be provided or accepted, applicable accommodation payments for services that cannot be delivered will be refunded according to the reservation terms, applicable payment channel, and law.
- **Policy Violations:** Pacific Line Rentals may cancel or terminate a reservation for material violations of property rules, occupancy requirements, prohibited-event policies, fraud, misrepresentation, unauthorized activity, or failure to pay an amount properly due under the accepted reservation terms, subject to applicable law and Booking.com requirements.

---

10. Limitation of Liability and Guest Responsibility

- **Accommodations:** Accommodations are provided subject to the conditions disclosed in the applicable property listing and reservation, and to warranties or obligations required by applicable law.
- **Guest Responsibility:** Guests are responsible for their own conduct, personal safety, belongings, and the conduct of members of their party during the stay.
- **Third-Party Services:** Pacific Line Rentals is not responsible for independent acts, omissions, interruptions, or failures of third-party providers such as utilities, internet providers, transportation providers, building management, or Booking.com, except to the extent otherwise required by law.
- **Amenities:** Temporary closure, maintenance, or unavailability of a building or property amenity does not automatically entitle the Guest to compensation or a refund.
- **Damage Caused by Guest:** The Guest may be responsible for documented damage or other properly chargeable costs caused by the Guest or members of the Guest's party beyond ordinary wear and tear, where permitted.

---

11. Personal Items & Additional Policies

- **Lost or Left-Behind Items:** Pacific Line Rentals is not responsible for personal belongings left at the Property after departure. When reasonably possible, Pacific Line Rentals may assist with locating and returning an item.
- Shipping Costs: Shipping, packaging, handling, or courier costs associated with returning personal belongings are the Guest's responsibility.

- **Professional Photography or Filming:** Professional or commercial photography, filming, or content production is not permitted without prior written authorization.
- **Excessive Cleaning:** Documented cleaning required because of misuse, neglect, excessive trash, stains, odors, or similar conditions may result in additional charges where permitted.

---

12. Travel Insurance

Guests are strongly encouraged to consider purchasing appropriate travel insurance, particularly when selecting a Non-Refundable Rate. Travel insurance may provide protection against certain unexpected circumstances not covered by the reservation's cancellation policy. Pacific Line Rentals does not provide travel insurance and does not guarantee coverage under any third-party policy.

---

13. Privacy and Data Protection

- **Use of Personal Information:** Personal information may be collected and used as reasonably necessary to manage reservations, provide accommodation and guest support, process permitted payments, maintain security, prevent fraud, and communicate important information concerning a reservation or stay.
- **Payment Processing:** Payments are handled through Booking.com or Stripe according to the selected rate and applicable payment schedule.
- **Card Information:** Pacific Line Rentals does not request complete credit or debit card numbers through email, text message, or Booking.com messaging.
- **Information Security:** Reasonable measures are used to protect reservation and guest information handled directly by Pacific Line Rentals.
- **No Sale of Guest Information:** Pacific Line Rentals does not sell guest personal information for marketing purposes.
- **Privacy Policy:** Additional information concerning privacy practices is available through the Privacy Policy on pacific-line-rentals.com.

---

14. Governing Law and Dispute Resolution

- **Governing Law:** This Agreement is governed by the laws of the State of Florida, United States, without regard to conflict-of-law principles, subject to any mandatory rights or laws that cannot legally be waived.
- **Good-Faith Resolution:** Guests are encouraged to contact Pacific Line Rentals or Booking.com first if they believe a reservation, payment, cancellation, refund, or stay-related issue has been handled incorrectly so that the matter can be reviewed.
- **Arbitration:** To the extent permitted by applicable law, disputes arising under this Agreement that cannot be resolved informally shall be resolved by binding arbitration through the American Arbitration Association (AAA) in St. Lucie County, Florida. The arbitrator's decision may be entered in a court of competent jurisdiction.

15. Entire Agreement, Severability & Updates

- **Entire Agreement:** This Agreement, together with the applicable Booking.com listing and reservation-specific terms, property and house rules, Cancellation Policy, Terms & Conditions, and Privacy Policy, constitutes the agreement applicable to the reservation.
- **Severability:** If any provision is found unenforceable, the remaining provisions will remain in effect to the extent permitted by law.
- **Policy Updates:** Pacific Line Rentals may update this Agreement periodically to reflect changes in business operations, payment procedures, Booking.com requirements, property requirements, or applicable law.
- **Existing Reservations:** Updates do not retroactively alter material payment, cancellation, or refund conditions already accepted for an existing reservation unless required by applicable law or agreed with the Guest.
- **Applicable Version:** The version and reservation-specific terms presented or applicable at the time of booking govern the individual reservation.

---

16. Contact Information

Company Name: Pacific Line Rentals

Address: 462 S Palm Canyon Dr, Palm Springs, CA 92262

Email: office@pacific-line-rentals.com

Phone: (321) 455-5824

Website: www.pacific-line-rentals.com

---

17. Guest Acknowledgment

By completing a reservation for a Pacific Line Rentals property through Booking.com, the Guest confirms that they have reviewed, understood, and agree to this Rental Agreement, the applicable Cancellation Policy, Terms & Conditions, property rules, selected rate conditions, and reservation-specific terms applicable to the booking.

Effective version: Applies to reservations made while this version is published or otherwise incorporated into the applicable reservation terms.