

## Rental Agreement

Last Updated: 03.14.2025

This Rental Agreement ("Agreement") is made between Joyful Holiday, the property owner ("Owner"), and the guest/customer ("Guest"). By entering into this Agreement, both Owners and Guests agree to the terms and conditions set forth below.

### 1. Definitions

"Company" refers to Joyful Holiday, including its affiliates, employees, and agents.

"Owner" refers to the individual or entity who owns the property listed by Joyful Holiday and agrees to rent it under the terms of this Agreement.

"Guest" refers to the individual or entity who books and occupies the property through Joyful Holiday.

"Property" refers to the rental property listed by the Owner and booked by the Guest.

### 2. General Terms and Conditions

**Applicable Parties:** This Agreement applies to both Owners and Guests, with specific terms outlined for each.

**Compliance:** All parties must comply with local, state, and federal laws, including zoning, safety, and licensing requirements.

**Modifications:** Any modifications to this Agreement must be made in writing and signed by all parties.

**Acceptance of Policies:**

By using the Joyful Holiday website, Guests automatically accept and agree to comply with Joyful Holiday's Privacy Policy, Terms of Use, Cancellation Policy, and this Rental Agreement.

For bookings made via platforms such as Airbnb, Booking.com, or VRBO, platform-specific policies apply in addition to Joyful Holiday's policies, unless they conflict with the platform's terms.

### 3. Terms for Guests

### 3.1 Booking and Payment

**Booking Process:** Bookings are made through the Joyful Holiday website or authorized third-party platforms. Guests agree to comply with the terms provided at the time of booking.

**Payment Methods:** Payments can be made via credit card, bank transfer, or other methods specified at the time of booking.

**Credit Card Payments:** All credit card transactions comply with PCI standards.

**Promotional Rates:** If a promotional rate applies, Guests will be charged the full reservation amount at the time of booking.

### 3.2 Guest Responsibilities

**Check-In/Check-Out:** Check-in is at 3:00 PM, and check-out is at 11:00 AM. Early or late check-outs are subject to availability and additional fees.

**Occupancy Limits:** Guests must adhere to the occupancy limits specified in the booking confirmation.

**Property Care:** Guests are responsible for maintaining the property and will be charged for damages.

**No Smoking/Parties:** Smoking indoors and hosting parties/events are strictly prohibited. Violations may result in fines and/or eviction.

### 3.3 Cancellations and Refunds

**Standard Policy:** Guests may cancel up to 7 days before check-in without penalty. Late cancellations may incur charges as specified in the booking terms.

**No-Shows/Early Departures:** No refunds will be provided for no-shows or early departures.

**For Promotional Rates:** If a reservation requires a first-night deposit at the time of booking, a full refund will be issued within 1-3 business days if the cancellation occurs before the deadline.

## 4. Terms for Property Owners

### 4.1 Property Listing

**Accuracy:** Owners must ensure that property details are accurate and comply with legal requirements.

Compliance with Laws: Owners are responsible for following all local, state, and federal laws.

#### 4.2 Payment and Fees

Commission: Joyful Holiday retains a commission fee as per the Owner Agreement.

Payment Schedule: Owners receive payouts on a monthly basis unless disputes arise.

#### 5. Shared Terms

Occupancy Rules: Guests must respect the maximum occupancy and property rules.

Liability Limitations: Joyful Holiday is not responsible for loss, damage, or injury incurred during the stay. Guests assume all risks associated with the rental.

Maintenance and Repairs: Guests must report maintenance issues immediately. Routine maintenance is the Company's responsibility.

Property Access: The Company or its representatives may enter the property at reasonable times for maintenance or emergencies.

#### 6. Dispute Resolution

Governing Law: This Agreement is governed by the laws of the State of Florida, USA.

Arbitration: Any disputes will be resolved through binding arbitration in accordance with American Arbitration Association rules.

#### 7. Termination

Joyful Holiday reserves the right to terminate this Agreement for violations of terms or actions deemed harmful to the Company or others.

#### 8. Contact Information

Email: [reservations@thejoyfulholiday.com](mailto:reservations@thejoyfulholiday.com)

Phone: +1 (888) 609-1186

Address: 6800 Broken Sound Pkwy NW, Boca Raton, FL 33487