

# Frequent Questions

## **How do I make a reservation? What is the method of payment?**

—To reserve a space at one of our rentals, there is a reservation request form on each of our individual property page. Just fill it out with your information, payment info and electronically sign our rental agreement. We will confirm the reservation within 24 hours. (There may be situations when we may like to know a little more about you and your traveling companions just to make sure that you are a good fit for the property).

—If you decide to go ahead and book, we accept major credit cards as well as checks.

—50% deposit is due immediately along with a signed rental agreement. The balance is due 30 days before arrival. A hold will be placed on your credit card a few days before arrival for the security deposit. (This is for most situations. Reservations made through a third party may have other requirements)

—Any reservation made within 30 days of the start of the stay requires full payment.

—Reservation is not confirmed until we receive BOTH 50% deposit AND signed rental agreement (e-signature during the booking procedure).

—Although we update our website regularly, all rates are subject to change until reservation is confirmed.

## **What is the minimum stay?**

From May 1 - Nov 1, most of our properties have a one-week minimum. Our weeks start and end on Saturday or Sunday, depending on the property. Many of our guests enjoy a leisurely trip up the coast and stay overnight in southern or mid-Maine on their way Down East.

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

—Please note - Vacation Rental Homes are not like hotels, especially in seasonal locations. One cancellation can be a 10% or more loss of income to the owner. Because of this, we have a very strict cancellation policy.

Please contact us as soon as possible if you must cancel or change your reservation. All cancellations must be in writing. If you cancel your reservation more than 60 days prior to the arrival date, you will receive a refund of all monies paid less a \$200 cancellation fee. If you cancel your reservation within 60 days of the arrival date, you will lose all monies paid unless you have purchased Trip Insurance. (See below information regarding Trip Insurance).

### **Do you offer Trip Insurance?**

We do. We strongly encourage you to purchase Travel Insurance which protects you from losses you may incur because of unforeseen circumstances, such as illness, injuries and mandatory evacuations. Travel insurance should be purchased prior to the final payment and no later than 30 days prior to arrival. When you book through our website, you will have the opportunity to purchase trip insurance if you wish. It is not mandatory and we encourage you to shop rates and policies to find one that fits your circumstances. If you think you might have to cancel this reservation for a non-covered reason you are encouraged to purchase the Cancel for Any Reason Travel Insurance Policy. No refunds will be made after arrival.

### **Do you require a damage deposit?**

Yes. All properties require a damage deposit. However, we also purchase a policy for accidental damage on your behalf (at no cost to you) which will cover you in the great majority of cases. The damage insurance will cover reimbursement for non-intentional damages (see terms during the online booking). Please notify us immediately if any damages occur.

### **How many people can stay at one time? Can I have a party or event in the house?**

Every house has its own occupancy limit. This is for the safety of the travelers as well as the plumbing systems in the home. The maximum occupancy cannot be exceeded at any time. In most cases, no parties, weddings, events are allowed in any of the homes.

### **Are Pets Allowed?**

Do NOT assume that all properties are pet friendly and do not assume that you can bring a pet to a pet friendly home without notification. Some of our homes may be pet friendly, but all require prior approval from the owner or manager, a signed pet waiver, proof of rabies and a non-refundable pet fee. Any violations may result in forfeiture of security deposit or you may be assessed a pet fee and you will be billed for any damage or extra cleaning that is needed.

### **Do you supply linens?**

Linens are provided at most rentals. All bath towels, wash cloths, bed sheets, pillow cases, and kitchen towels, are provided.

### **Is WIFI and Cable Television provided?**

Free WIFI and Cable TV are provided at **most** properties, although different properties may have different channel packages. The WIFI passwords will be provided via email and are also posted in the home. There may be a few properties that are 'unplugged'.

### **Can we check in early, drop-off our luggage OR park in the driveway?**

No. I'm sorry. We usually have back-to-back rentals from June through October. We may be able to be a little more flexible in the off-season

### **Do you supply toilet paper, paper towels, garbage bags and soaps?**

Different owners provide different amenities, although all should have at least the basics, and usually have much, much more. However we can't guarantee any particular amenity at any property.

### **Where do we pick-up the keys or obtain property access information?**

After the final balance has been paid, we will send you an email with all of the directions and entry instructions, approximately three weeks before arrival.

### **Who do I call for a problem after arrival?**

While you can always contact us for non-urgent issues, each property has a local property manager whose information is posted at the house who can probably help you faster.

### **What else do I need to know?**

—Each property is independently owned so amenities (as well as rules and regulations) vary among the different properties. If there is an amenity that you require or is important to you, do not assume that it is available in every property - please confirm with us that the property you are reserving has the amenity that you require.

—We know that you want to relax and enjoy your vacation, but we can not guarantee quiet enjoyment of any property. We are not in control of traffic, construction, neighbors or any noise annoyance.

—Our rental properties are cleaned between each guest departure and arrival - sometimes in just a few hours time - so it is important to adhere to the departure and arrival times that is provided in your welcome letter.

—We expect our guests to leave the property mostly as they found it - please wash the dishes and leave the property "broom clean".

—Each property will have it's own set of departure instructions, but most will have you leave the sheets and towels in a central location for the cleaner to tend to.

—Our cleaners work very hard to turn over many properties per week. If you feel like leaving a gratuity, they will appreciate it.

—Fireworks are not permitted at any of our properties.

**Do you have a wonderful home that sits empty for weeks and months at a time?**

Have you considered renting it out in the past, but feel overwhelmed just thinking about the time and energy that it takes to be in the vacation rental business? Do you have your own source for cleaners and yard care and maintenance? Great. Need cleaning and yard care and maintenance? We can tailor a plan to work for you.

Wicked Awesome Maine Vacation rentals is always looking for homes that meet their strict criteria. Homes must either be waterfront or waterview or have some unique feature that lend itself to making a vacation unique and wonderful (as well as impeccable cleanliness and maintenance standards). Because we feel strongly that we can't give our best effort into properties that do not fit our criteria, we do not sign on every property that is looking for management.

Vacationers today are looking for a little bit of magic for their getaways. Gone are the days of threadbare sheets and rusty pans. We are looking for owners who are willing to make that extra effort to make their guests' vacations special. Waterfront or water view with access are the most desirable and are the most successfully booked, but we will consider homes with other unique aspects. If you are a homeowner of a special home and would like to make it available for vacation rentals, please send us an email TODAY for more information.