



## OWNER'S RENTAL AGREEMENT – T&C's

**PLEASE NOTE: It is company policy to screen all prospective guests as diligently as possible. However, it is noted that while all efforts are made, *ITC HOSPITALITY GROUP* cannot be held responsible for any liability, loss, claim, or proceedings of whatsoever nature, whether arising in common law or by statute, suffered by yourselves, arising out of or in the cause of or caused by the services provided by *ITC HOSPITALITY GROUP*.**

### 1. **RENTAL INCOME PAYMENT PROCESS:**

- **Leisure Bookings:**

- ***ITC HOSPITALITY GROUP*** requires a deposit of 50% of the total rental amount from our leisure travel guests to secure a booking. All balances are due prior to guest arrival date. Any rental income due to the homeowner will be transferred to the homeowner's bank account as-soon-as applicable funds reflect in the ***ITC HOSPITALITY GROUP*** business trust account. It is understood that this process could take up to two weeks due to payments being reconciled with a booking reference and homeowner's account.

- **Corporate Bookings:**

Corporate in-house travel consultants and corporate travel agents booking on behalf of their corporate client(s) issue travel vouchers to ***ITC HOSPITALITY GROUP*** to confirm a booking. These vouchers are based on agreed corporate contracted rates, or special negotiated rates and serve as guarantee that payment will be made by the company confirming the accommodation.

- Please note certain operators and corporations have very strict billing cycles, internal payment procedures and bill-back policies (i.e. they pay invoices only once the guest has actually checked out.) The payment procedures can take 3-4 weeks for an invoice to be settled and payment made to ***ITC HOSPITALITY GROUP***. However, ITC Hospitality Group commits to paying rental income to our homeowners as-soon-as payments reflect in ***ITC HOSPITALITY GROUP'S*** business trust accounts and payments have been reconciled with a booking reference and homeowner's account.

2. Should you decide to sell the property prior to the guest arrival, it is understood that the rental must be honoured at the same rate and time frame as in this contract.
3. ***ITC HOSPITALITY GROUP*** will ensure that your property is in the best condition possible prior to a guest or tenant arrival. We will also place appropriate toiletries (e.g. shampoo, conditioner, hand lotion, bath soap, etc.) in each bathroom for your guest's convenience. These toiletries are of 4-star quality and are provided **at the cost to *ITC HOSPITALITY GROUP***.
4. In order to protect small claims, ***ITC HOSPITALITY GROUP*** takes a credit card imprint from every leisure guest upon check-in.
5. Any damages or repair costs will be deducted from the guest's credit card on file. As your management agent, ***ITC HOSPITALITY GROUP*** will replace and/or repair any damages to or loss from your property.

6. Please note, it is specifically recorded that **ITC HOSPITALITY GROUP** acts as a property, reservation and tourism-marketing agent between yourselves (the homeowner or your representatives), and the guest. In doing so, there is a percentage charged over and above the rate charged above.
7. It is also noted that in order to protect our interest it is confirmed by the homeowner that he/ she will make use of the services of **ITC HOSPITALITY GROUP** as an agent in future property bookings between the parties in this agreement whether it be a new reservation, or an extension of a current rental period.
8. For your ease and reference, kindly note that the prospective guest will enter into a binding lease agreement with **ITC HOSPITALITY GROUP**.

We thank you for allowing us to market and promote your property.