

-----Accidental Damage-----

We understand that in big homes with lots of guests, accidents do happen. As a favor to the next guests, please report any broken items to Carolina Designs as soon as it happens. Keep in mind the accidental damage provisions of your lease covers up to \$3,000 of accidental damage, so minor accidental damage will not be charged to you. And, as soon as Carolina Designs knows, their team can go get replacements so the next guests' stay will be as nice as yours was.

Here are some of the relevant terms of Carolina Designs Property Protection Plan, as of February 2023:

Property Protection Plan: The policy is in effect for every paid lease. The cost of the plan is built into each Vacation Rental Agreement, and addresses up to \$3,000 of accidental damage.

Property Protection Plan will provide reimbursement towards the cost of repair or replacement of real or personal property without requiring a security deposit from guests.

Some examples of accidental damage include, but are not limited to

- Wine spilled on carpet
- Guest drops pot on ceramic cook top and cracks it
- Kids accidentally throw a football and break a sliding glass door
- Broken lamp
- Guest trips and falls into a glass coffee table, shattering the glass
- Microwave popcorn left in too long and scorches inside of microwave
- Guest's child walks through a slider screen
- Guest bumps wall with suitcase, causing a hole
- Hot tub cover is inadvertently damaged by improper use
- Broken dishes, glasses, mugs, silverware, etc.

So, as a favor to the next guests, if something breaks, please call Carolina Designs Maintenance so that they can get replacements on the way.