

CANCELLATION POLICY

- 1. Cancellations by Vantage:** ESVR/Vantage may cancel this Agreement at any time, prior to Guest taking occupancy, and refund Guest all money paid. The Property must be occupied by the Guest identified above and all occupants of the premises shall be supervised by that Guest. Violation of this provision is grounds for immediate removal and Guest will forfeit all monies received by ESVR/Vantage. ESVR/Vantage also may cancel this Agreement without refund to Guest if Guest or Guest's family or other invitees intentionally damage the Property, fail to comply with any provision of this Agreement or any applicable law, violate the rules and regulations of any applicable homeowners or condominium association, disturb the peace, become verbally abusive and/or threaten any ESVR/Vantage employee or contractor, or otherwise act in a manner inconsistent with the good character of the Property and the surrounding neighborhood. In the event the Property becomes uninhabitable subsequent to execution of this Agreement but prior to Guest's Arrival Date, ESVR/Vantage reserves the right to relocate Guest to comparable alternative accommodations in the same geographic area as the Property, in which case no cancellation will occur.
- 2. Cancellations by Guest:** In the event a Guest requests a cancellation of this Agreement, ESVR/Vantage will return the Property to the rental market and use the same efforts to re-rent the Property as Vantage uses for other properties. Under such circumstances: (a) if ESVR/Vantage is able to re-rent this Property for the same dates of stay for the same amount or greater, Guest will be entitled to a refund of all amounts paid under this Agreement, less a penalty of ten percent (10%) of the base rent under this Agreement, and less ESVR/Vantage's prevailing Processing Fee, as referenced on receipt for this transaction; (b) if ESVR/Vantage is able to re-rent this Property for the same dates of stay, but only for a lesser amount, Guest will be entitled to a refund of all amounts paid under this Agreement, less a penalty of ten percent (10%) of the total amount due under this Agreement, less

the Processing Fee, and less the difference between the amount of the original booking and the amount for which ESVR/Vantage was able to re-rent the Property; and (c) if Guest requests a cancellation of this Agreement thirty (30) days or more in advance of the Arrival Date, and ESVR/Vantage is unable to re-rent this Property for the same dates of stay, Guest will forfeit one-third (1/3) of full rental amount called for under this Agreement, plus the Processing Fee. If, however, Guest requests a cancellation of this Agreement less than thirty (30) days in advance of the scheduled Arrival Date, and Vantage is unable to re-rent this Property for the same dates of stay, Guest will forfeit the full rental amount called for under this Agreement.

All cancellations by Guest must occur prior to the beginning date of their stay, or no refunds will be provided. Nor will a refund be given if Guest refuses to take occupancy of the Property. As such, ESVR/Vantage strongly recommends that Guest view images of the Property prior to booking their reservation. Rental units managed by ESVRVantage are privately owned and reflect the personal needs and tastes of the individual Owners. For this reason, the furnishings and decor will vary according to each owner's desires, and no refunds will be given based on complaints concerning the Property's furnishings or decor. ESVR/Vantage will endeavor to address any equipment malfunction promptly on behalf of Owner (such as televisions, VCRs, microwaves, etc.), but no refunds will be given as a result of the malfunction of such equipment – even if a repair or replacement is not available. No refunds will be given for inclement weather (including hurricanes or other acts of nature) or any other matter which may inconvenience Guest's stay at the Property but which is beyond the control of ESVR/Vantage or of Owner. For this reason, ESVR/Vantage strongly suggests that Guest purchase the Travel Protection offered. In addition, no refunds will be provided for any actual or alleged inconvenience experienced by Guest as a result of any inconvenience resulting from construction or special events, or in the event, the Property's pool is not open during Guest's stay.