



## Casey Key Resort Policies

**Check-in.** Check-ins will be accepted at 3pm. You will receive contactless check-in instructions via email one to two days prior to arrival. Please use these to check into your room.

**Check-out.** All units must be vacated by 10:00am on the day of departure. All rooms need to be left the way they were upon check-in. Keys must be left at the office. If the office is closed, leave them in your room. Guests that do not leave their keys at the office by 10am are automatically charged a \$100 fee.

**Cancellation Policy.** All reservations will fall under our **90 Day Cancellation Policy**: Any reservation booked for an arrival date of Dec 15 – May 31 that wishes to cancel 90 days prior to arrival or less will receive no refund. If cancelled outside the 90 days, then guest can receive full refund. Within 90 days of the arrival date, guest must provide documentation of covid or an emergency situation to receive a *reschedule* credit. This reschedule will be available to use until Dec 31, 2021 after which time the funds are forfeit. The rest of the year (June 1 – Dec 14) will have a **30 day cancellation policy**. **Holidays:** All holidays fall under the 90 day cancellation policy.

**Day Visitors.** Any guests beyond those occupying the room (as declared upon booking the room) are called Day Visitors and must pay \$30 per day per guest to visit the Resort (including children). Day Visitors are expected to follow the rules and policies of Resort Guests, and the Resort Guest is responsible for their Day Visitors' fees. Day Visitors must be arranged and paid for with the front office prior to their arrival. Resort Guests may call the office to do so. Max Day Visitors per reservation is 2. Additional overnight guests must be declared to the front office prior to its closing and pay an additional \$30/person fee only if the room does not exceed occupancy limits with added guests.

**Occupancy Limits.** Studio and one bedroom bungalow rates are double occupancy. Two bedroom bungalow rates are quadruple occupancy. A Maximum of 2 additional guests may be added, where applicable, for \$30 per extra person fee, except in units 19, 20, 21, 22, 16, 7, 15. Maximum occupancy for all units except two bedroom/two bath are four adults. Exceeding the certificate of occupancy of a unit will jeopardize your reservation.

**Resort Fee.** Upon reservation, a full payment is processed to confirm booking. A 5% resort fee is added to any payments made to Casey Key Resort.

**Smoking.** This is a non-smoking resort - Please be considerate of other guests, and only smoke on your patio, porch, terrace or deck. As an added consideration, we appreciate no smoking in the beachfront cabana or at the private beach.

**Pets.** Pet friendly rooms receive additional cleaning to remove pet hairs and allergens for the next patron. Any guest traveling with a pet is required to pay \$30/night per pet (dogs only) for dogs 30lb or less. Larger dogs are accepted by request for \$50/night per pet. A one time cleaning fee of \$50 will also be added. Upon check-out, a Resort Representative will inspect the room to determine if additional damage fees will apply. Emotional Support Animals (according to ESA laws) and Therapy Dog owners are required to pay the same pet fees as defined in Casey Key Resort pet policy. Service Animals are permitted on the property and in your guest room for no additional fee as is protected under the ADA law.

**Parking.** All resort occupants must park in their designated spot only. No vehicle washing is permitted on premises. All guests of occupants at Casey Key Resort must sign the Guest Agreement in the office and pay the fees associated. Extra vehicles can park on a first come first serve basis for \$20/day, or may be reserved in advance.

**Grills.** Guests are not permitted to bring charcoal or any kind of grill on premises according to fire laws. Two stationary charcoal grills are provided.

**Class of Service.** Room numbers are not guaranteed unless you purchase the Room Lock option. Class of service or better is guaranteed.

**Septic Tanks.** Important: We are on a septic system here at Casey Key, so please place only toilet tissue into the toilet, and only water down the tub drains. Failure to do so will incur a \$500 damage fee.

**Housekeeping.** Currently, we do not provide housekeeping due to the CDC guidelines regarding hospitality and the coronavirus.

**Boat Docking.** Docking is available to rent for resort guests for \$20/night for any boat. Water and electric hook-up not available. All boat trailers must be parked at the boat ramp. Docking can be reserved, and eight slips plus three boat wells are available. Boat docks and fish cleaning facilities are available for all occupants of Casey Key Resort only. Please use the facilities at dockside to clean fish - Fish cleaning is not permitted in apartments and will incur a \$100 housekeeping fee.

**Liability.** Casey Key Resort and its owners are not liable for any personal items missing or damaged while staying at the Resort. Casey Key Resort and its owners are also not liable for vehicle damage incurred while staying on the premises. Please lock your doors when you are away from the apartment and at night.

**Garbage and Dumpster.** Located on the North side of the property.

**Telephone.** Is registered to office personnel and available for emergency use only.

**Laundry.** Guest laundry facilities are provided but not guaranteed. One washer and one dryer are available for all guests.

**Air and Heat.** For efficient operation and for your comfort, please close all windows and doors when A/C or Heat is turned on. Always turn your Fan Setting to "auto" then select heat/cool. Do not set thermostat below 72 degrees as the air conditioning unit will freeze and stop working altogether.

**Beach Rentals.** Please reserve your beach chair (comes with towel), wagon and/or umbrella for \$15 each per day (10am-5pm). You are welcome to keep these by your room for multiple days, and we will bill you accordingly. If a beach rental is left at the beach or damaged/lost/broken there is a \$150 replacement cost.

**Sea Turtles.** Season starts May 31. All items must be brought off the beach prior to sundown. Any beach facing lights must be extinguished, or drapes pulled to cover the lights. We get fined in these instances, so we will pass this fine on to you (they send us dates and photos with the fines).

**Beach Towels.** Guests and Visitors must leave beach towels in their bungalow upon check-out. Any beach towels not accounted for will incur a \$15 fee per towel to the registered guest of that room. Visitors may come check out a towel at the office for a \$15 deposit.

**Outside Shower.** Facilities are provided to wash off before entering all rooms. Showers are located on the bayside along the office outside room 7. Or a hose is located on the beach side by the shuffleboard court.

**Late Check-out.** Fee is half the nightly rate plus tax when room is available. Guest must have paid the day prior to check-out. Guest can stay until the office closes at 5pm (or 2pm from Jan 1 – May 31) and turn in keys to front office upon departure. If keys are not turned in, guest will be charged for another night's stay. Guests can only stay in the room they have paid for to enjoy late check-out – Guests cannot use rooms of friends or family members. Late check-out starts at \$100.

**Pull-out Couches.** We no longer provide pull-out couches. If you need additional space to sleep, please contact us at minimum 5 days prior to arrival to reserve a cot.

**Theft.** Most of all we value your business and hope you value ours. Any theft of damages incurred to Casey Key Resort will result in additional charges and/or prosecution to all violators.

**Items Left Behind.** Casey Key Resort is not responsible for ANY items left behind after check-out. If an item is found, it can be mailed back at the rate of postage plus a \$20 convenience fee.

**Events.** There is a facilities charge for events. In addition, an event coordinator will need to be compensated for the event.

Thank you and enjoy your stay at Casey Key Resort!

**Christopher Dubs & Resort Staff**