

NORMAL WEAR & TEAR

ITEMS NOT COVERED BY GUEST DAMAGE CLAIMS

- Screens for windows and doors unless the frame is broken
- Thumb latches on sliding glass doors (unless obvious signs of abusive damage)
- Rehanging bifold doors
- Pool gates (unless obvious signs of abusive damage)
- Chairs and/or Bar Stools if any prior repairs have been made
- Blinds, vertical and mini including wands (unless obvious signs of abusive damage)
- Stains on carpet and furniture if stains are removed by cleaner or carpet vendor. Permanent stains are deemed guest damage.
- Toilet seats
- Towel bars, toilet paper holders (unless ripped from drywall)
- Fake drawer fronts with drawer pull coming off (unless obvious signs of abusive damage)
- Drawer runners coming apart (unless signs of obvious abusive damage)
- Washer or Dryer needing sand removal
- Furniture, pool & deck plastic or metal beach chairs (unless damage is not due to Weather Elements and there must be signs of obvious abuse causing the damage)
- Beach toys that are missing
- Beach/pool umbrellas broken (unless there are obvious signs of abusive damage)
- Coat hangers missing
- Appliance handles, shelves, drawers; i.e. refrigerator, oven, microwave (unless obvious abuse)
- Ice makers not working (in the fridge or free standing)
- Refrigerator/Freezer not cooling
- Matching sets, comforters, lamps etc. Will replace only damaged item not complete matching set
- Brooms, dustpans, mops and buckets, vacuum bags missing
- Dish towels, hot pads, and oven mitts missing
- Flashlights missing or batteries for flashlights.
- Remotes that stop working or batteries for remotes which go missing and need to be replaced because they no longer work
- Miscellaneous kitchen utensils missing i.e. measuring cups, wooden spoons, silverware
- Glasses or dinnerware that is missing, broken or cracked
- Missing DVDs, BluRays, VHS tapes, video games, puzzles, books or games etc.
- Broken vacuums
- Laundering of stained comforters or bedding linen
- Damaged or Missing Propane Tanks or Propane Exchanges

The items above are considered normal wear and tear and are not covered by guest damage claims.

If an item costs less than \$25, we will not pursue the guest or file under accidental damages.



AVERAGE LIFE EXPENTANCY

Upholstered Furnishing

- 3-5 years
- Scotchguard recommended
- Annual Clean (minimum)
- Sleeper sofas should have 5" innerspring mattress and commercial frame and mechanism

Chairs (Dining/Barstools)

- 3-5 years
- Replace and clean upholstery as needed
- Unupholstered is recommended

Deck/Pool Furniture

- Longevity is based upon quality and type
 - Plastic 1-2 years
 - Wood 4-6 years
- Polywood and similar products recommended
 - Most have up to a 20 year warranty by manufacturer

Paint

- Interior 3-4 years with bi-annual touch ups
- Exterior 5-7 years
 - Dependent upon location and type of exterior finish

Window Treatments

- Blinds
 - Replaced as needed
 - Faux wood is recommended for durability
 - NO Verticals
- Draperies
 - Replace every 3-4 years
 - Lined backing is recommended
 - Launder as needed

Kitchen Inventory

- Cookware
 - 3 years with annual updates
 - Stainless steel recommended, no Teflon
 - Remember, higher quality will extend life span

Appliances

- (Dishwasher, Stove, Refrigerator, Washer & Dryer)
- Every 6-8 years or as needed

Small Appliances

- (Blenders, coffeemakers, toasters, etc.)
- Replace as needed

Flooring

- Carpet
 - 5-6 years Maximum
 - Padding should be 6lb density
 - Minimum of 2X cleanings per year
- Vinyl
 - 5-7 years Maximum

Mattresses

- 3-6 years (Longevity is based upon quality)
- Mattress pads
 - Replace 1-2 years

Bedding

- Pillows
 - Replace 1-2 years
 - No pillow shams
- Bedspreads
 - 2 years, higher quality will extend life
 - Skirts not recommended

