

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

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

