

Guest Satisfaction Service Package fees are not refundable, prorated, or transferrable. Cost of this service is calculated at \$0.17 per square foot, per calendar year. There is a minimum charge of \$300.00 + Tax.

WITH Guest Satisfaction Service Package

Calendar Year \$_____ (includes sales tax)

Every property that participates in this service plan will receive a monthly inspection which includes:

- Supply and install heat/air filters (no charge for filters)
- Supply and replace batteries in remotes and smoke detectors (no charge for batteries)
- Replace light bulbs (charge for all light bulbs replaced; no charge for labor)
- Duplicate physical keys

Fees:

- \$60/person per hour, thereafter [plus materials (markup will be added)]; for all repairs, homeowner requests such as debris removal, checking contractor work arranged by homeowner, household repair projects such as installing blinds, curtains, etc.
- \$50 minimum for after-hours emergency calls
- \$25 fee for each 3rd party vendor service that is scheduled and over-the-phone service calls (including coordination of Spectrum services)
- A markup of 20% will be added to all parts
- **NOTE: Homeowners will be notified of repairs over \$250.00, unless otherwise stated**

WITHOUT Guest Satisfaction Service Package

Every property that does NOT participate in this service plan will be expected to provide needed items and/or services in a timely manner. This would include, but not be limited to resolving all guest issues and routine upkeep.

- If the homeowner is not able to attend to the items or services required, Bluewater will act on their behalf.
- Homeowners will be charged for all service calls.
- Bluewater will attempt to call and speak immediately with homeowners and will proceed with any necessary repairs during business hours.

Fees:

- Homeowner will be called on all repairs. If homeowner cannot be reached promptly, and a service call is necessary, the charge will be a minimum of \$60, and \$60 per hour thereafter [plus materials (markup will be added)]
- Bluewater will proceed with after-hours emergency repairs and notify the homeowner the following business day (\$75 minimum + \$60/person per hour)
- \$50 fee for each 3rd party vendor service that is scheduled and over-the-phone service calls (including coordination of Spectrum services)
- Guest-in calls for any issues during their stay, charges incur at \$60/person per hour
- A markup of 20% will be added to all parts

Most Frequent Guest Satisfaction Calls covered at no charge when you *ACCEPT* the Guest Satisfaction Service Package

- | | | |
|--|----------------------------------|---|
| • Plunging of commodes | • TV/Cable troubleshooting | • Delivery of small items (cookware, coffee pots, propane, etc.) |
| • WiFi troubleshooting | • No hot water | • "How do I use..." requiring direct demonstration (remotes, home theaters, etc.) |
| • Thermostat troubleshooting | • Door sliders (locking/opening) | |
| • Refrigerator overloaded, not cooling immediately | • Bugs, ants, insects, etc. | |

Guest Satisfaction Service Package: ACCEPT DECLINE

Emergency Contact

Please provide an emergency contact who has your authorization to make decisions if you cannot be reached after several attempts. Bluewater will proceed with needed repairs if emergency contact cannot be reached.

NAME: _____ PHONE: _____ EMAIL: _____

OWNER 1

OWNER 2

AGENT

1. Bluewater's 3rd party trash roll-down service will coordinate a vendor to roll down your trash and/or recycling bins on the designated pick-up days for the location of your property. This vendor will also roll the trash and/or recycling bins back up to the designated location on the property pick-up is completed. This service cost is included in our management fees for confirmed reservations. Owners must request this service during the booking process for a charge of \$10 if their property is Z-blocked, blocked as an owner stay, or booked as an owner guest stay. Trash service does NOT apply to condos or Beaufort properties.

2. Would you like Bluewater to coordinate 3rd party lawn maintenance for your property? YES NO
 If "NO", who will provide your lawn service?
 NAME: _____ PHONE: _____ EMAIL: _____

3. Would you like Bluewater to coordinate 3rd party pest control for your property? YES NO
 If "NO", who will provide your pest control?
 NOTE: Pest control is required and must be provided by a licensed 3rd party company. Homeowner may not list themselves as the property's pest control service. *We will not be able to rent your property if this information is not provided.
 NAME: _____ PHONE: _____ EMAIL: _____

4. **Bluewater requires all elevators to be inspected at least ONCE per year.** Would you like Bluewater to coordinate your **mandatory** 3rd party preventative elevator maintenance plan for your property? YES NO NO ELEVATOR
 If "NO", who will provide your **mandatory** elevator service?
 *We will not be able to rent your property if this information is not provided.
 NAME: _____ PHONE: _____ EMAIL: _____

5. Do you have a wood-burning fireplace or propane gas log fireplace that are an advertised amenity? YES NO
 TYPE: _____
 NOTE: If yes, this item is required to be inspected each year by an appropriate 3rd party licensed vendor to ensure they are operating safely and as intended.

6. Does your home system currently use propane? YES NO
 If "YES", please list the appliances and home systems that operate on propane, indicated below (i.e., kitchen appliances, pool heaters, water heaters, heat pumps, etc.)
 NOTE: We highly recommend that your propane is set up with an autofill program through your desired propane vendor.
 PROPANE PROVIDER: _____ AUTOFILL? YES NO
 HOME SYSTEMS & APPLIANCES: _____

7. Please provide any specific contractors, vendors, and warranty information you would like to have added to your file. If no information is provided, Bluewater will call the first available contractor and/or vendor and proceed with needed repairs. NOTE: 3rd party vendor fees will apply for calling home warranty, utility companies, manufacturers, etc. on behalf of the homeowner as such calls may take up to one (1) hour to reach the appropriate representative.
 NOTE: You are responsible for keeping our office up to date on all above-mentioned information, companies, account numbers, and status of coverage.

8. Are you interested in having a keyless lock installed at your property? YES NO
 NOTE: Property entry must be deemed suitable for keyless lock installation by our maintenance team. Keyless entry will be installed at the discretion of our property management and maintenance teams. One (1) Keyless Lock will be provided at no charge. Keyless entry will not be installed for condos.

9. Should the owner choose to provide internet and/or cable service(s), they must be activated before rentals begin. If a property ownership change is taking place, the new owners must arrange for service(s) to be activated and/or transferred seamlessly between owners to ensure guests may access the service(s) advertised during their stay.
 ACCOUNT NUMBER: _____ ACCOUNT HOLDER NAME: _____

OWNER 1

OWNER 2

AGENT