

## **Linen Rental Policies and Procedures**

To avoid being charged for damaged linens please be sure to take a moment to read and familiarize yourself (**and all guests**) with our linen rental policies and procedures.

<b>REPLACEMENT COSTS FOR MAKEUP, EXCESSIVE DIRT, DISCOLORED OR UNTREATABLE STAINS</b>			
King Set		\$25.00 per sheet	\$50.00 per set
Queen Set		\$20.00 per sheet	\$40.00 per set
Double Set		\$17.50 per sheet	\$35.00 per set
Twin Set		\$15.00 per sheet	\$30.00 per set
Pillow Cases			\$5.00
Beach Towel		Each missing towel	\$10.00
Bath Towel		Each stained or missing	\$10.00
Hand Towel		Each stained or missing	\$5.00
Discolored Whites			See above

### **General information**

Each set of sheets consists of a flat sheet, a fitted sheet and two pillow cases, except for twin bed sets which contain only one pillow case.

Towel sets may contain various quantities and/or styles. Please refer to item description in your shopping cart for exact towel counts.

Payment for linen rental is due in full at least 14 days prior to delivery date unless other arrangements have been made by calling our office.

A \$70 minimum order is required for linen rental.

Credit card payments can be made by phone at (843) 400-0323 or via our online store. Please visit <https://coastal-cleaning.net/linen-rental/> to place an order.

Customers placing orders via Postal Mail should ensure that a completed Linen Rental Form, full payment and a \$50 refundable damage deposit are mailed no later than three weeks prior to your arrival date unless other arrangements have been made by calling our office.

Checks or money orders should be made payable to: Coastal Cleaning Services and mailed to: 2507 Forestbrook Road Suite H, Myrtle Beach, SC 29588.

No refunds are available for cancellations.

Routine pick-up and delivery of orders will occur daily from 10 am to 5 pm. A \$25.00 fee will be added to the balance due for any order requested outside the routine time frame for delivery.

### **Day of Arrival**

All linens will be dropped off outside your vacation home in a discreet location (e.g., near the front door, on the deck, etc.) noticeable to customers upon arrival but away from foot traffic on the street. In the event of inclement weather, all orders will be left in a sheltered area (e.g., covered outside shower). All drop off locations and delivery times are recorded for tracking purposes.

Orders will be delivered in brightly colored linen bags.

Customers unable to locate their bag(s) by 5pm should contact our office immediately via phone to inquire about their order/delivery status. Our numbers are: (843) 400-0323 and (843) 254-9545.

In the event there is a mistake with an order, customers should contact our office via phone prior to 5 pm on the day of arrival.

Customers arriving on Saturday and unable to contact us by 5 pm may also call between 7 am and 8 am on Sunday. After 8 am Sunday, the grace period to report any errors with orders delivered on Saturday will expire.

A copy of these Policies and Procedures will be provided with each order. Please be sure all guests have read and understand these instructions.

### **Multiple Week Orders**

Typically, the change out day for customers with multiple week orders is Saturday. If you would prefer a different day, please notify us when placing order. Customers not requiring a change out will only be charged 50% of first week for subsequent weeks.

Customers must return all linens from the prior week during a change out, otherwise additional charges will be incurred for missing items. Additional charges will also be incurred for any damaged or discolored linens.

### **Professionally Made Beds**

You may choose to have your beds professionally made prior to your arrival. This deluxe service is available for our featured properties and other properties that we have access to. To see if your order qualifies, please email us at: [office@coastal-cleaning.net](mailto:office@coastal-cleaning.net). If you are renting one of these properties you may select this option on your order form.

### During Your Stay

Customers and their guests are expected to treat the linens appropriately. The condition of all linens must be maintained in the same manner as provided. Any damage (e.g., makeup stains, discoloration, rips, burns, untreatable stains, etc.) will result in a charge to your credit card or deposit for the full replacement value of item(s).

**Please do not use your linens to remove makeup, clean up spills, or for any other purpose that may cause irreversible staining or damage.** If customers need to launder linens while in their possession, please only use over the counter detergents and softeners. Do not wash any colored items with white items. **There will be a charge for the replacement value of all discolored linens.**

### Upon Departure

Customers are responsible to strip all beds (except owner provided mattress covers), place all linens in the bag(s) provided and ensure the bag(s) are left outside the vacation home available for pick-up in the same location they were found upon arrival by 10 am.

**Please pack colored beach towels separately from whites using plastic bags provided. Please put any wet items in separate plastic bags before adding to linen bags. We appreciate you taking the extra time to help keep our inventory from being damaged.**

Linens must be ready and available by 10 am for pick-up on scheduled day of departure or change out. If linens are not available for pick up by 10 am, and a return trip to retrieve linens is necessary, an additional charge of \$25 will be posted to the customer's account.

Customers leaving linens locked inside vacation homes upon departure will be charged an additional cost of \$50 for time and labor to gain access to the linens. If we are unable to retrieve linens you will be responsible for full replacement cost of all rented items. This does not apply to our featured properties or properties that we have access to. Customers will be notified via phone, text or email on the day of departure in the event linens are unable to be located during pick up.

Customers must return all ordered linens upon departure. In the event linens are missing and/or damaged, customers will be notified within seven calendar days of departure, provided with our assessment and charged accordingly.

**Acknowledgment**

Please sign and date below acknowledging that you have read, understand and agree to these linen policies.

Property Address: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Print Name: \_\_\_\_\_