

LIFE IN PARADISE VACATION RENTALS

CHECK-IN PROCEDURES

Life In Paradise Vacation Rentals
107 Cut-Off Rd, Port Aransas, TX 78373

AFTER BOOKING

- Please **download the HAPPY STAYS APP**. Upon booking, you will receive an email/text containing an access code. **All check-in and unit details can be accessed through the app.**
- To confirm the reservation holder and ensure you are **25 or older, use the Happy Stays App to upload your ID**. This is a requirement for check-in.
- You will receive a rental contract via email after booking; please read and sign it promptly to avoid reservation cancellation.
- Payment will be automatically processed using the card on file 30 days before check-in. You can update the payment method through the Happy Stays app or by calling us. Balances can be paid in advance via the app.
- **Early check-in and late check-out availability is uncertain until the day of check-in**, especially in the Spring and Summer months.
- While most of our properties have keyless entry, a few require a physical key. For these, keys are stored in lockboxes outside the house, and the provided code will grant access to them.
- If you have rented a golf cart or your property comes with one, you will receive an email/text with instructions for accessing it.



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UPON ARRIVAL

Report any damage or cleaning issues upon arrival for documentation and prompt resolution. Notify us of general maintenance concerns to keep the unit in good condition. **Contact us within 3 hours of arrival for any cleaning issues.**

Adherence to these guidelines ensures no additional charges:

- No damage is done to the unit or its contents including the linens.
- No items are missing upon the inventory check. (This includes, but is not limited to, transferring items to other units.)
- All debris, garbage and discards are placed in proper containers.
- All soiled dishes are cleaned or placed in the dishwasher and started.
- There was no exceeding the maximum occupancy of the unit.
- There was no smoking or evidence of smoking in a designated non-smoking unit.
- Unit is left in neat condition.
- Pet-friendly units show no sign of pet damage or excessive cleaning.

If you encounter any issues with the vacation property, contact us, and we will address it promptly. **For after-hours emergencies like AC, Electric, and plumbing problems, call the office at 361-749-7206, press 9, and leave information for a callback.** Text messages after 8 pm will be addressed the next business day. Keep in mind that Port Aransas has a tropical climate, and occasional insects like ants are normal. The property undergoes periodic pest and termite control and is cleaned after each rental.