### COMPLAINT EXHIBIT A FTC 182-3088

### Shore To Please Vacations LLC

8033 Sunset Blvd. #1079, Los Angeles, CA 90046 office (850) 427-0045 fax 888-233-1714

Mail Checks To: Shore To Please Vacations Attn: Accounting 8033 W Sunset Blvd #1079 Los Angeles, CA 90046

#### Redacted Reservation

Rate for Accommodations (OWNER APPROVED SALE RATE) State and Local Taxes (12% due to Walton Co tax increase) **Cleaning Fee Processing Fee** Pet Deposit -non refundable (if applicable) Total due NOW(initial deposit) Total Due on or BEFORE 45 days before check-in date Grand Total (We require you to purchase CSA damage protection insurance for \$79)

Property Name Property Address PAID VIA HOMEAWAY/VRBO incl incl WAIVED NA PAID VIA HOMEAWAY/VRBO NA PAID VIA HOMEAWAY/VRBO

"Shore To Please Main House Only" 24 Saint George's Ln. Rosemary Bch, FL 32461

June 24, 2017 July 1, 2017

#### Arriving Departing

#### Arrival/Departure

Check-in: AFTER 5:00pm central time on check-in date. Check-out: BEFORE 10:00am central time on check out date. We will make every effort to have your accommodation ready at 4pm but CHECK-IN DELAYS MAY OCCUR during peak rental times. We appreciate your patience and ask that you have alternate plans, such as the beach or dinner, available between 4-6pm. Early Check-ins and late Check-outs are NOT allowed, without written permission from Shore to Please Vacations, and may result in eviction without refund.

### Advance Deposits/Payments

Shore To Please Vacations requires a 50% deposit when making the reservation. We will process this deposit by use of Visa, MasterCard, American Express, cashier's check, or personal check. The remaining balance (50%) will be due no less than 45 days from check-in and may be paid by Visa, MasterCard, Money Order, Personal check, cashier's check, or Cash. There will be a \$200 fee for returned checks. Failure to pay 2nd deposit, if applicable, within 45 days prior to check in date may result in reservation cancellation and loss of all monies received. For Main House rentals where Grand Total is under \$6500, 100% of total is due for initial deposit. For reservations made within 60 days of check in date, 100% of total owed will be due as deposit. A \$79 CSA damage insurance policy must be purchased within 48 hours of making this reservation. For check in dates within 7 days of making reservation, the CSA policy must be purchased within 24 hours upon making reservation.

Should you cancel more than 45 days prior to your arrival, you will forfeit 20% of your deposit plus a \$99 processing fee. If a cancellation occurs within 45 days of your arrival date, the entire deposit, including any and all payments received will be non-refundable and non-transferable. If you shorten the length of your stay within 45 days of your arrival date, you will be charged 30% of the rate of the cancelled nights. FOR RESERVATIONS MADE WITHIN 30 DAYS OF YOUR ARRIVAL DATE, cancellations must be made no later than 24 hours after making the reservation and will incur a \$300 cancellation fee. 24 hours after making the reservation, 100% of deposit will be forfeited if there is a cancellation. - Any change in accommodation, length or date of stay will be subject to the cancellation policy above. No refunds will be given for late arrivals or early departures.

#### Pets

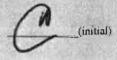
This house is designated "pet friendly". There will be a non-refundable \$199 deposit to any renters bringing pets collected at original deposit. Dogs of all sizes and birds are allowed. Sorry, CATS ARE NOT allowed. You are responsible for cleaning up after your pets and keeping them from barking excessively, scratching the furniture or doors, or damaging the property in any way. Please keep the grounds clear of pet droppings, if we find pet droppings on Shore To Please LLC Property upon your departure, we will charge your credit card an additional \$350 cleaning fee. If your pet(s) sheds excessively, we ask that you keep them off the furniture and beds, failure to do so will result in an additional cleaning charge of \$350. IMPORTANT: If your pet defecates or urinates anywhere INSIDE the house, you agree to pay an additional "emergency pet cleaning fee" of \$500, NO EXCEPTIONS.

#### Smoking

Smoking is prohibited in all accommodations. All evidence of outdoor smoking (cigarette butts, ash, cigars, and trash) must be removed from porches, balconies, courtyards and landscaping. Failure to follow our smoking policy will result in a \$250 minimum charge for additional housekeeping and/or damages. SMOKING INSIDE HOUSE WILL RESULT IN IMMEDIATE EVICTION AND/OR LEGAL ACTION.

#### Housekeeping

Our housekeeping staff works diligently to prepare each home for your arrival. Bed linens, bath and pool towels are provided but we do request that you bring beach towels. Damage charges will be applied to your credit card in the event that excessive cleaning is needed following your departure. There is a mandatory \$299 cleaning charge added on to all reservations.



#### **Maximum Occupancy**

The maximum occupancy is 14 (18 for both houses). Any child above the age of 2 is considered an occupant and must be included in the occupancy total. If you are found to exceed the maximum occupancy of your accommodation, an additional fee of \$200 per person will be required and charged. PARKING: Garage access is not guaranteed for any vehicles. Please refer to the parking addendum.

#### **Hurricane** Evacuation

Refunds are not given due to inclement weather unless a mandatory evacuation is issued by the National Weather Service. In the event of a mandatory evacuation, only the unused portion of your stay will be refunded. No refunds will be given for voluntary evacuations.

### Security/ damage deposit

We do require you purchase a \$79 CSA insurance policy (damage protection) for your rental at this property. We will provide you with the link to purchase this on your own. Failure on your part to purchase this policy within 48 hours of booking the reservation may result in cancellation of reservation with no monies refunded, or Shore To Please Vacations LLC may, at their sole discretion, purchase the policy on your behalf with your credit card. There is 1 Amenity Access Card in the Main house (1 in carriage) that will give you access to all Rosemary Beach Community Amenities. If these cards are not placed back on the kitchen counter upon your departure (or in a conspicuous place in kitchen), and cannot be located and returned, you will be charged a \$150 replacement cost for EACH card. PLEASE DO NOT MISPLACE OR LOSE THESE CARDS. Please place the house key(s) back in their appropriate lock boxes upon departure. Misplaced or lost keys will result in a \$500 charge in order to pay for us to change out ALL the locks. PLEASE DO NOT LOSE OR MISPLACE KEY(S).

Rates: All rates, fees and policies are subject to change without notice. Rates will not change after being locked in with a deposit. Rates are subject to 12% tax (8% state and 4% local) and various fees.

#### Disclaimers

The guest shall indemnify and hold harmless the owner for any damages to the unit, the grounds, furnishings, equipment, and household items therein, which occur during the lessee's period of occupancy, excluding normal wear and tear and acts of God. The accommodations may not be sublet or assigned without the express written consent of the property owner. Excessive cleaning charges will be charged to your credit card if the accommodations are not left in a reasonably neat and orderly fashion. All monies received will be placed into interest bearing account with Agent being the recipient of any accrued interest. Two or more locked closets are considered "owner's closets" and are not included in this rental. They must remain locked at all times Forcefully attempting to unlock these closets and/or opening them will result in forfeit of all monies paid and immediate eviction. DO NOT move furniture or beds (except toll-away cot in loft). Moving furniture and/or beds will result in immediate eviction. House parties and excessive noise are not permitted. No Fireworks, firecrackers, discharging of guns, and/or illegal activities on property is allowed. Violations of these rules will result in an immediate eviction and no refund will be given. Bringing a pet without paying the pet fee, and/or without owner's consent, will result in a "late pet fee" of \$500 charged to your credit card, which you agree to pay. Obtaining this reservation under false pretenses or misrepresentation will result in immediate eviction and no refund. Refunds will not be given due to malfunctioning or broken equipment or appliances. However, every reasonable effort will be made to correct the issue as quickly as possible. If the Main House is rented by a separate party, then the MAIN HOUSE renters will have first rights to the garage, for their vehicles. If damages committed by your party are for some reason not covered by (or in excess of) the CSA damage insurance, your credit card will be charged for the additional damages. Please note that if main house and carriage house are rented by different parties, outdoor areas are considered "common areas." By signing below, you agree not to defame or leave negative reviews (includes any review or comment deemed to be negative by a Shore To Please Vacations LLC officer or member, as well as any review less than a "5 star" or "absolute best" rating) about this property and/or business in any print form or on any website (including but not limited to www. VRBO.com). Due to the difficulty in ascertaining an actual amount of damages in situations like this, breaching this clause (leaving any negative review or negative comment about this property or business) will immediately result in minimum liquidated damages of \$25,000 paid by you to Shore To Please Vacations LLC. By signing below, you agree to all charges mentioned above, if you or your party incurs them, in relation to violating any rules/policies/clauses within this contract. You hereby agree if your credit card, which Shore To Please Vacations LLC has on file, is declined for any of these incurred charges, you will overnight a cashier's check or money order (made out to "Shore To Please Vacations LLC") in the amount of the charges and/or damages to the mailing address on page 1 of this contract. By signing below, you agree to be held liable for any legal fees incurred by Shore To Please Vacations LLC, arising from any legal actions, including but not limited to litigation and collections, filed against you or others in your party. By signing below, you hereby release, waive, discharge, and covenant not to sue Shore To Please Vacations LLC, its members, officers, owners, agents, or employees for any liability, claim, and/or cause of action arising out of or related to any loss, damage, or injury, including death, that may be sustained by you or anyone in your party. If you are evicted or asked to leave, either by law enforcement and/or Rosemary Beach security, you forfeit all momes paid. Florida law will govern, in respect to this agreement. Venues for litigation or any other proceedings will be held in Walton County, FL, unless otherwise stated in writing by an Officer or Agent of Shore To Please Vacations LLC.

## Sign, date, initial the first page and return one (1) copy of this agreement to the above address, or fax it to us at (888) 233-1714. When first payment (deposit) is received, a receipt will be immediately emailed to you. Please make checks payable to "Shore To Please Vacations LLC."

| Redacte                  |   |          |                |                        |   |
|--------------------------|---|----------|----------------|------------------------|---|
| Signature                | nto al  |          | Date           |                        |   |
| Reda                     | Icted   |          |                | the state of the state |   |
| Name (print)             |   |          | And the second | and the state          |   |
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| Phone # (coll preferred) |   | email    |                |                        |   |
|                          |   |          |                |                        |   |

# Shore To Please Vacations LLC

P.O. Box 27282, Panama City, FL 32411 office (310) 560-8045 fax 888-233-1714

Mail Checks To: Shore To Please Vacations LLC Attn: Accounting P.O. Box 27282 Panama City, FL 32411

RedactedReservationRate for Accommodations(OWNER APPROVED SALE RATE)State and Local Taxes (12% due to Walton Co tax increase)Cleaning FeeProcessing FeePet Deposit -non refundable (if applicable)Total due NOWTotal Due on or BEFORE 45 days before check-in dateGrand Total

Property Name Property Address PAID VIA HOMEAWAY/VRBO incl incl WAIVED incl PAID VIA HOMEAWAY/VRBO NA PAID VIA HOMEAWAY/VRBO

"Shore To Please Carriage House" 24 Saint George's Ln. Rosemary Bch, FL 32461

July 22, 2017

July 29, 2017

Arriving Departing

#### Arrival/Departure

Check-in: AFTER 5:00pm central time on check-in date. Check-out: BEFORE 10:00am central time on check out date. We will make every effort to have your accommodation ready at 4pm but CHECK-IN DELAYS MAY OCCUR during peak rental times. We appreciate your patience and ask that you have alternate plans, such as the beach or dinner, available between 4-6pm. Early Check-ins and late Check-outs are NOT allowed, without written permission from Shore to Please Vacations, and may result in forfeiture of your security deposit.

#### Advance Deposits/Payments

Shore To Please Vacations requires a 50% deposit when making the reservation. We will process this deposit by use of Visa, MasterCard, American Express, cashier's check, or personal check. The remaining balance (50%) will be due no less than 45 days from check-in and may be paid by Visa, MasterCard, Money Order, Personal check, cashier's check, or Cash. There will be a \$200 fee for returned checks. For Carriage House rentals where the rate is under \$1500 (NOT including tax and fees), 100% of total is due for initial deposit. For reservations made within 60 days of check in date, 100% of total owed will be due as deposit. A \$79 CSA damage insurance policy must be purchased within 3 days of making this reservation. For check in dates within 7 days, the CSA policy must be purchased immediately upon making reservation. Failure to pay 2<sup>nd</sup> deposit, if applicable, within 40 days of check in date will result in reservation cancellation and loss of all monies received.

#### **Cancellations/Changes**

Should you cancel more than 45 days prior to your arrival, you will forfeit 40% of your deposit plus a \$99 processing fee. If a cancellation occurs within 45 days of your arrival date, the entire deposit, including any and all payments received will be non-refundable and non-transferable. No refunds will be given for shortening the length of our stay. FOR RESERVATIONS MADE WITHIN 30 DAYS OF YOUR ARRIVAL DATE, cancellations must be made no later than 24 hours after making the reservation and will incur a \$300 cancellation fee. 24 hours after making the reservation, 100% of deposit will be forfeited if there is a cancellation. -Any change in accommodation, length or date of stay will be subject to the cancellation policy above. No refunds will be given for late arrivals or early departures.

Rates: All rates, fees and policies are subject to change without notice. Rates will not change after being locked in with a deposit. Rates are subject to 12% tax (8% state and 4% local) and various fees.

#### **Hurricane Evacuation**

(initial)

Refunds are not given due to inclement weather unless a mandatory excutation is issued by the National Weather Service. In the event of a mandatory evacuation only the unused portion of your stay will be refunded. No refunds will be given for voluntary evacuations.

#### Smoking

Smoking is pohibited in all accommodations. All evidence of outdoor smoking (cigarette butts, ash, eigars, and trash) must be removed from porches, balconies, ourtyards and landscaping Failure of form one moking policy will result in a \$250 min form charge to your credit card for additional housekeeping and/or damages. SMOK NG INSIDE HOUSE WILL STERE TOLERATED TO WILL RESULT IN IMMEDIATE EVICTION.

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#### Pets

This house is designated "pet friendly". There will be a non-refundable \$199 deposit to any renters bringing pets collected at original deposit. Dogs of all sizes and birds are allowed. Sorry, CATS ARE NOT allowed. You are responsible for cleaning up after your pets and keeping them from barking excessively, scratching the furniture or doors, or damaging the property in any way. Please keep the grounds clear of pet droppings, if we find pet droppings on Shore To Please LLC Property upon your departure, we will charge your credit card an additional \$350 cleaning fee. If your pet(s) sheds excessively, we ask that you keep them off the furniture and beds, failure to do so will result in an additional cleaning charge of \$350. IMPORTANT: If your pet defecates or urinates anywhere INSIDE the house, you agree to pay an additional "emergency pet cleaning fee" of \$500, NO EXCEPTIONS.

#### Housekeeping

Our housekeeping staff works diligently to prepare each home in preparation for your arrival. Bed linens, bath and pool towels are provided but we do request that you bring beach towels. Damage charges will be applied to your credit card in the event that excessive cleaning is needed following your departure. There is a Mandatory \$149 Cleaning charge added on to all reservations.

#### Security/ damage deposit

We do require you purchase a \$79 CSA damage insurance policy (damage protection) for your rental at this property. We will provide you with the link to purchase this on your own. Failure to do so within 3 days of booking the reservation may result in cancellation of reservation with no monies refunded, or Shore To Please Vacations LLC may, at their sole discretion, purchase the policy on your behalf with your credit card. There is 1 Amenity Access Card in the Main house (1 in carriage) that will give you access to all Rosemary Amenities. If these cards are not placed back on the kitchen counter upon your departure (or in a conspicuous place in kitchen), and cannot be located and returned, you will be charged a \$150 replacement cost for EACH card. PLEASE DO NOT MISPLACE OR LOSE THESE CARDS. Please place the house key(s) back in their appropriate lock boxes upon departure. Misplaced or lost keys will result in a \$500 fee in order to pay for us to change out ALL the locks. PLEASE DO NOT LOSE OR MISPLACE KEY(S).

#### Disclaimers

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| Sign, | date, initial the firs | st page and return  | one (1) copy of thi  | s agreement via E | -Mail scan, or fax it | t to us at | (888) 233- |
|-------|------------------------|---------------------|----------------------|-------------------|-----------------------|------------|------------|
| 1714. | When first payme       | en (deposit) is rec | eived, a receipt wil | be emailed to you | -Mail scan, or fax in |            |            |
|       | Redacted               |                     | 1                    |                   | 7100                  | 11         | -          |

| Signature_Redacted       |     | 1122/1             |
|--------------------------|-----|--------------------|
| Name (print)             |     |                    |
| Redacted<br>Address      |     |                    |
| Redacted                 |     | Redacted           |
|                          | # 0 | Of guests in party |
| Phone # (cell preferred) |     |                    |