

## **The “Nitty Gritty”**

**Here are answers to some very intelligent questions you may have. Don't feel badly, we know you are wise...you checked out our website! Feel free to contact us if you still are curious!**

### **Pricing and Fees:**

Our nightly rate is based on occupancy and can change seasonally. Each booking is also subject to a combination fee that covers post-stay cleaning and damage waiver.

As you will see below from our “check-in” and “check-out” times, we allow five hours to clean the property between guests. We pride ourselves in the condition we keep our rental property, a feature our guests notice and greatly appreciate!

The damage waiver fee is your guarantee that you will not be held financially responsible if accidental damage occurs during your stay, such as your teenager ruining the linens with her makeup or your little rascal bumping into that living room lamp and breaking it to smithereens! Like auto insurance, this is a non-refundable fee for something you hope to never have to use. Please note -depending on the number of “cute little ones” included in your party, we reserve the right to take a refundable security deposit as opposed to the damage waiver.

Your quote will reflect the total, with no surprises later on!

### **Reserving:**

Once you have chosen your rental option, we will need your exact dates, name, mailing address (we may want to send you a birthday card one day!), and other pertinent information, along with the form of payment you will be using, in order to process your reservation.

### **Confirming:**

In order to confirm a booking, payment must be made in full within twenty-four hours of reserving your stay. We are very loved by our clients 😊 and get booked up fast, especially during “popular” getaway dates! If your stay is greater than four months away from time of booking, partial payment may be accepted, depending on the dates selected...and how much we like you!

### **Payment Options:**

We accept payment via Zelle/Chase “Quick Pay,” wire transfer or deposit into our M&T bank account. Cash drop-off is available in Brooklyn or The Five Towns, NY, Lakewood, NJ, or Baltimore, MD. (If there are any fees incurred as a result of your preferred method of payment, it will be assessed to your rental total.)

### **Cancellation Policy:**

As we do not offer refunds for health-related or weather issues, we strongly suggest that you purchase travel insurance once you have booked and paid for your stay. But don't worry! We're really nice!! In the event of a family emergency, we will do our best to work with you to credit funds paid toward a future booking.

### **Check-in and Check-out:**

We are obsessive about providing a spotlessly clean home for our guests. That translates into our allowing up to five hours to “turn-over” the property in between rentals.

Our official check-in time is any time after 4:00 pm. We will try to check you in early if at all possible as we know that makes our guests happy. We're excited to hear you "oooh" and "ahhhh" so the sooner we can get you in, the happier we are, too.

And while we hate to see you go, we want to be just as fair to the next guests who will be taking your spot by the pool. ☺ As such, check-out is 10:30 am **sharp**. If you need a bit more time, we can generally accommodate you until 11:30 am. After that, we will need to charge you a fee for a "late check-out."

If you absolutely cannot stand the thought of leaving us or waiting one extra minute to open that front door to your vacation paradise, inquire about an early "in" or a guaranteed late "out" and we will let you know if this is an option and the surcharge for either or both.

### **Gaining Entry:**

Once your reservation is booked and full payment has been made, you will receive a confirmation by email stating as such, with directions to your rental property. On the day of your arrival, we will send you instructions on how to gain entry. (It's that simple!)

### **Minimum Stay:**

Our minimum stay policy is either three or four nights for most of the year, with some exceptions due to "special Shabbasos" and "certain days" in the Jewish calendar. We love having you here so it's hard to let you go so soon! Succos and Pesach rentals are subject to a minimum ten or eleven-night booking, depending on how the Yom Tov falls out.

In general, we are unable to offer either Friday check-in or check-out, or Motzai Shabbos and/or Motzai Yom Tov check-in or check-out. Please inquire if this is critical for your stay as we are sometimes able to make an exception.

### **Maximum Occupancy:**

According to Florida ordinances, occupancy is limited to one person per bed, including children. We have two pack-and-plays, and if you need more, we have nice neighbors who are standing by with their extras! If your group is larger than what OASIS and OASIS2 can accommodate, we will be happy to assist you in finding another beautiful property to house the rest of your party.

### **Features and Photos:**

As we constantly update our property according to the needs (and whims!) of our guests, there is a good chance that what you see when you arrive will be even more beautiful than what you saw on our website photo-gallery tour. We have so much fun surprising our "steady clients" with our upgrades that we hold a contest to see if they can point out all the changes that were made since their last stay!

### **Pets and Smoking:**

So we'll be honest...pets and cigarettes are just "not our thing." That said, you'll have to leave them behind if you would like to stay with us – but we can direct you to a gift store so you can bring them back a souvenir if you want!

### **Why choose OASIS?**

That one's easy! We specialize in "the personal touch," something hard to find with a larger rental company. As we have only one property to manage and we live just a few steps away, we are readily available for providing items you forgot to pack, suggesting dining and shopping options, and keeping you company if you are feeling lonely!

The personal care and laundry amenities we provide are full-size and not samplers, leaving more room in your suitcases for the things you really want to bring, such as...eager anticipation and a good camera!

And the surprise treats you receive at various points during your stay add to the “unique experience” of staying with us.

**About Us:**

We are a frum family who has lived in North Miami Beach for nearly three decades, and we know this area intimately. OASIS, formerly known as “your home away from home,” has been managed exclusively by us since 2005. We enjoy watching the reactions of our “steady clients” as they return over and over again and see all of the renovations we constantly make to upgrade the property to a level unsurpassed in the South Florida kosher vacation rental market.

We speak fluent English and Hebrew, and while our Yiddish and Spanish is passable but certainly not fluent, we love to practice both on our guests and give them a good laugh!

**Reviews from our Guests:**

We love reviews as much as we love our guests!! And if you check out the “reviews” tab, you’ll see that our guests love us, too!

So what are you waiting for? Contact us today and book your next vacation before your dates get taken by your neighbor. 😊

**Close your eyes and imagine...  
you and whomever you choose to bring along...in your very own OASIS.**

**Contact us by email at [oasis.nmb@gmail.com](mailto:oasis.nmb@gmail.com) or by phone (305) 710-7590 [www.OasisNorthMiamiBeach.com](http://www.OasisNorthMiamiBeach.com)**