

GENERAL INFORMATION

****OVERCROWDING IS STRICTLY PROHIBITED—TENANT'S BREACH OF THIS PROVISION SHALL BE CONSIDERED MATERIAL AND SHALL RESULT IN THE TERMINATION OF TENANT'S TENANCY****

- 1. Check-in time is between 3:00 p.m. And 5:00 p.m.**
- 2. Upon arrival we prefer cash or cashier's check. You can pay with MC, VISA, or Discover with a convenience fee. We DO NOT accept American Express, personal or business checks at the time of check-in.**
- 3. No early occupancy unless the unit is cleaned and ready**
- 4. NO KEY LEFT FOR LATE ARRIVALS UNLESS ENTIRE BALANCE IS PAID IN FULL**
- 5. Late arrivals can pick-up a key in our drop box outside our office **IF PAID IN FULL**. If not paid in full you can pick up a key at 9:00 am the next morning.**
- 6. Maximum number of keys that can be given out is 2**
- 7. Our address is 405 Beech Mountain Parkway, just past the Town Hall on the left across from the Pizzeria**
- 8. Check-out time is no later than 10:00 am with all keys being returned to the office. A \$10.00 per key lost key charge if not returned.**
- 9. Any late check-outs are subject to a minimum charge of \$50.00**
- 10. Tenant is responsible for doing dishes and disposal of all trash in outside receptacles, in winter set heat at 50, secure doors and windows**
- 11. There will be a cleaning fee charged if unit is excessively dirty this is will be determined by management. This charge will be calculated at \$25.00 per hour per maid for anything beyond normal cleaning**
- 12. No refund can be made because of weather or other conditions beyond our control or for early departures**
- 13. SECURITY DEPOSITS ARE REQUIRED FOR EACH RENTAL PERIOD AND MUST BE PAID BY CREDIT CARD. SECURITY DEPOSITS WILL BE USED FOR ACTUAL DAMAGES CAUSED BY TENANT AS PERMITTED BY THE TENANT SECURITY DEPOSIT ACT**
- 14. No shows will lose all rental prepayments and reservation rights effective 9:00 am on the day following the scheduled arrival date unless rent has been paid in full**
- 15. Firewood is not supplied. It is available for sale and should be ordered in advance.**
- 16. WINTER RENTERS: SNOW CHAINS OR 4 X 4 ARE A MUST, WE ARE NOT RESPONSIBLE FOR SNOW COVERED ROADS OR**

TRANSPORTATION TO AND FROM THE RENTAL UNIT. ALSO, STEPS AND/OR WALKWAYS MAY BE ICY AND SLIPPERY. MANAGEMENT COMPANY AND/OR HOMEOWNER ARE NOT RESPONSIBLE FOR SUPPLYING ICE MELT AND/OR SNOW REMOVAL.

17. Neither agent nor homeowner is responsible for loss of money, jewelry or valuables of any kind that is left after departure. The agent is also not responsible for returning any left articles and/or items.

CANCELLATION, CHANGES & TRANSFERS

1. Management firm, on behalf of the owner of the property, reserves the right to cancel agreement at any time prior to tenant taking possession of the

property in such event all payments made by tenant to management firm will be refunded and neither management firm nor owner will be liable for any damages of any sort incurred by tenant as a result of such cancellation. If tenant desires to be placed in an alternative premises, management firm will make a good faith effort to relocate tenant but, if premises are more expensive, tenant agrees to pay the difference.

2. Management firm reserves the right to move renter to a comparable premises due to any unforeseen conditions, repairs, owner's use or acts of God

3. Tenants who wish to transfer or change must notify the management company in writing at least 30 days prior to the original arrival date

4. Transfers and changes can only be used for same unit for the same or greater number of days and rental rate

5. If a transfer and/or cancellation is granted the existing lease will be modified by the management company and the tenant to reflect the changes

6. Any change, cancellation or transfer is subject to an administrative fee of no less than \$50.00—VRA item #10

7. IF YOU CANCEL WITH WRITTEN NOTIFICATION MORE THAN 30 DAYS BEFORE ARRIVAL YOU WILL RECEIVE YOUR RENTAL PREPAYMENT BACK LESS A \$50.00 CANCELLATION FEE. IF LESS THAN 30 DAYS YOU WILL FORFEIT YOUR RENTAL PREPAYMENT

UNLESS WE RE-RENT THE UNIT FOR THE SAME TIME PERIOD YOU ORIGINALLY HAD IT RESERVED. *THIS 30 DAYS DOES NOT APPLY*

TO FAXED PREPAYMENTS

8. CANCELLATION POLICY FOR FAXED PREPAYMENTS: This is a resort rental reservation and is not subject to hotel/motel rules of

cancellation. Completion and remission of a fax authorization prepayment is not refundable unless premises are re-rented. If premises are re-rented you will be refunded up to and including the amount you paid less a \$50.00 cancellation fee