

# GUEST RESERVATION INFORMATION

## CLEANING:

Your vacation home is clean upon your arrival. Housekeeping is available at a nominal fee mid-week, or between multiple weeks. The cost varies per house and must be arranged with our office at least ten days prior to check-in. The Vacation Rental Agreement states, "8. CONDITION: The Property should be left in the same clean condition as was upon arrival and in good order. Dishes must be washed and put away, refrigerator and dishwasher emptied, and carpets/floors vacuumed/swept if needed. Bed and bath linens have been provided for in the lease. Bed linens must be stripped, and soiled bed linens and towels separated for housekeeping pickup. Tenant agrees to keep that part of the Property which he occupies and uses as clean and safe as the conditions of the Property permit and cause no unsafe or unsanitary conditions in the common areas and remainder of the Property that he/she uses. Tenant further agrees to dispose of all ashes, rubbish, garbage, and other waste in a clean and safe manner and agrees to keep all plumbing fixtures in Property in clean and sanitary condition. Tenant hereby acknowledges that additional charges may apply at departure in the event the terms contained herein are not met. Trash collection is scheduled for early Tuesday mornings. Tenant shall place trash receptacles at the curb the Monday evening prior to collection if the stay is inclusive of a Monday or Tuesday."

## PETS:

Some properties are pet friendly. Non-refundable pet fees vary with property and length of stay.

## OCCUPANT CAPACITY:

Adult guests may not exceed the occupancy stated on the lease at any time. Campers and motor homes cannot be parked on the property for the purpose of extra sleeping. Some communities do not allow motor homes on the premises or parking of any vehicles on the street.

## FAMILY GROUPS:

Leaseholder must be at least 24 years of age. As the authorized agent, the homeowners we represent authorize BCRR to rent to FAMILY GROUPS or ADULT GUESTS only. A family group is defined as parents, grandparents, children and extended family members vacationing in one property. Adult guests must be 24 years of age. Non-family groups generally not allowed include high school or college students, sororities, fraternities or similar social groups whose members are under 24 years of age. Failure by Tenant to provide proof of identity with qualifying age on a valid photo ID may result in refusal by Owner or Agent to grant occupancy, with no refund of advance rents and fees. Breach of this lease agreement is grounds for expedited eviction without refund.

## SPECIAL EVENTS:

Approval must be obtained prior to making your reservation. Additional security deposit and/or a higher rental rate may be applicable.

## PARKING:

To assist in preserving the quality of our community, we encourage you to limit the number of vehicles you bring. Most areas do not offer municipal or on-street parking.

## FURNISHINGS:

All homes are equipped with basic items such as pillows, bedspreads, pots, pans, flatware, dishes, etc. Specialty items may vary. Paper products, detergents and toiletry items are not furnished. Rearranging furniture is prohibited. If your group is renting more than one home, do not mix the furnishings, kitchenware or other items. Most homes have a Locked Owner's Closet. Tampering with locked areas will result in additional fees.

## WATER QUALITY:

Water quality is safe for drinking but taste and smell may vary from what you are used to. It is advisable to stock bottled water for consumption during your visit. Agent has no control of water quality and cannot move you or offer a rebate.

## MAINTENANCE:

Every effort is made to keep all equipment in good working order. Contact our office within twenty-four hours of your arrival to report any observed damage or problem to prevent assumption of liability against your party. Agent is not responsible for working condition or malfunction of equipment such as TV, VCR, STEREO, A/C, FIREPLACES, ETC. Repairs are made as soon as possible. No refunds are made for malfunction of any equipment. Service calls caused by guest's misuse are charged to the guest's credit card.

## LOCK OUTS:

All lock outs that occur after office hours must call the emergency numbers provided. An agent can meet you at the office or at the residence if notified before 11:00 p.m. There is a \$20 fee for lock outs during business hours and a \$50 fee for lock outs after business hours (8:30-5:30), payable at the time of service. Keys lost by guests will result in a \$5.00 charge per key for replacement.

## CONCIERGE SERVICES:

Information regarding cleaning service, catering arrangements, reunions, weddings, corporate retreats, photographers, or special occasions is available upon request.

## MAIL, MESSAGES, AND FAX:

All long distance calls are to be charged to your home phone or credit card. Emergency messages may be received at our office. Faxes may be received at our office for a small fee.

## ITEMS LEFT BEHIND:

Agent is not responsible for items left behind. We will try to locate your lost items and notify you that are being held for thirty days. Items found can be mailed back to you for a \$15 handling fee plus the cost of postage and charged to your credit card.

## PRINTING ERRORS:

We have made every effort to assure all descriptions in our brochure and website are accurate; however, we are not responsible for printing errors or changes made by owners in furnishings, equipment, bedding arrangements or rates. Rates are subject to change without notice.

## CONSTRUCTION:

As the community grows, construction activity may occur near the property you rent. Agent has no control over and will not relocate guests or reduce rental fees due to construction.

## ADVANCE RESERVATIONS:

We look forward to having you as our guest again! If you wish to reserve a vacation home for next year, please contact Bay Creek Resort Rentals at (800) 501-7141 or visit us online at [www.baycreekresort.com/rentals](http://www.baycreekresort.com/rentals).

