

## REVENUERS RIDGE RULES AND RENTAL POLICIES

**AGE REQUIREMENT** - You must be 21 years or older to rent. The registered guest must meet the minimum age requirements and be occupying the rental. No un-chaperoned groups. Upon check-in, we reserve the right to refuse service with monies forfeited if any discrepancies in our policies are suspected.

**OCCUPANCY** - A maximum of 6 guests are allowed at the cabin. Children are counted in total occupancy unless they are under the age of two. We do not charge a per person rate.

**LIABILITY** - All guests understand that they are solely responsible for any property damage, accident, death, injury to any person(s), or loss sustained by any person, including the loss of money, jewelry and other items of personal property, arising out of or in any way related to a guest's use of the premises. Furthermore, the registered guest shall be liable for all accident claims or personal injury claims by any member of the vacationing party or guests thereof.

All guests shall inspect and be familiar with the proper use and application of all items in the vacation rental prior to using them. The guest(s) agree to indemnify and hold Vina del'Olivo and/or the homeowner harmless from any and all claims, including those of third parties, arising out of or in any way related to a guest's use of the premises or the items of personal property provided therein. All guests assume the risk of injury, death, or other losses related to any recreational activities or use of the premises and will hold the owner and its agents harmless with respect thereto.

**DEPOSIT** – Our policies are set on online booking platforms individually. Please refer to the policy of the platform you booked through for this information.

For those booking outside of those, we require 100% down payment plus tax via PayPal or check to hold your reservation. All deposit checks must arrive 30 days before your check-in date. We require a driver's license upon check-in.

**REFUNDS** - Bookings canceled at least 60 days before the start of the stay will receive a 100% refund. Bookings canceled at least 30 days before the start of the stay will receive a 50% refund. Refunds outside of this policy will be considered on a case by case basis. The cabin has been equipped with amenities to make your stay more enjoyable. Unfortunately, we cannot refund monies due to any of these (TV, DVD, Wifi (if available), gas log fireplace, jetted tub, small appliances, etc.) not working or malfunctioning. No refunds will be made for acts of God, loss of electrical power, water, air conditioning, or cable outages. We will make every effort possible to rectify any mechanical problems soon as they are reported.

**CHECK IN** - Check in time is 4pm. Later check in is ok and there is no need to advise us of that. A few days prior to your check in you will receive an email or messages from the booking platform you used containing a key code for the cabin. If you have not received

an email with this information within one day of your reservation date, please call or email us.

**CHECK OUT** - Check out is at 11am. No late check-out unless previously arranged with the owners. Our cleaning staff needs adequate time to clean the cabin for the next guests. Please leave your keys in the key box when you leave.

**DEPARTURE** - Guests understand and agree that they will perform the following housekeeping duties before vacating the property.

Clean all dishes and return them to their proper cabinet or drawer.

Remove your items from the refrigerator.

Place all garbage in the outdoor trash container.

Close and lock all windows and doors and place the key back in the key box.

**REGISTERED GUEST RESPONSIBILITY** - Guests hereby authorize the Agent to charge any expenses related to the repairs or cleaning of the unit beyond normal wear and tear, or related to any theft or vandalism of any property from the unit to the guest's credit card on file or via another electronic or print method. Property will be replaced at current retail value plus a \$50 service fee. An inventory of the cabin is taken prior to check-in and after check-out. Upon arrival, we ask that you inspect the rental property and report any problems within 2 hours after arrival. If items are not reported within the allotted time, you will be charged for any damages that are found at check-out inspection. The registered guest is responsible for all facets of the rental agreement as outlined herein.

**PETS** – We love pets and welcome them. We understand that pets are often regarded as members of the family. Pet fees are charged on the booking platforms that we work with in the booking process. If you are booking with us directly, we charge a total of \$15 per day. We require that you advise us prior to check-in if you will have pets on the property. Failure to do so is grounds for immediate eviction without refund. If any damage occurs to the property as a result of your pet, you are responsible for paying for it. Please let us know of any damage before your departure so that we can begin working on scheduling repairs and provide you with the cost of repairs.

**WILDLIFE** - Yes, there are bears in the area. While they haven't yet ventured up to the house, we know they are out there, so we take a few precautions, such as not leaving food scraps outside where it might prove tempting to a critter in search of a midnight snack.

Many area residents allow their dogs to roam free to deter wildlife like bears and mountain lions from getting too close to the property. Most of the dogs are nice, but we recommend that you keep your distance for obvious reasons if you happen to encounter one.

**HOUSE PARTIES** - Loud unruly parties of any kind **WILL NOT BE TOLERATED** at any time of day. There are full time resident neighbors that live near the cabin. The cabin owners, (who are also employed in law enforcement), are friends with these neighbors.

Neighbors have been advised to contact us in the event of problems if they arise. Violations will result in everyone being asked to vacate the premises and police will be contacted if needed to help facilitate this. No refunds will be given. Please be respectful of your neighbors.

**HOUSEKEEPING** – The cabin was cleaned and inspected prior to your arrival. Please call us immediately to report any housekeeping issues. We will correct the problem as soon as possible.

**WHAT WE SUPPLY** - Some supplies are provided, including but not limited to; soap, shampoo, paper towels, toilet paper, and trash bags. Once you have depleted the provided items, you are responsible for purchasing any additional items. All bed linens, towels, kitchenware, utensils, etc. are inventoried upon check out. The registered guests will be charged for missing or damaged items.

**PEST CONTROL** – Please secure your trash in the provided trash container. Trash left outdoors unsecured invites animals in the area to go through it. The cabin has been treated for pests. Unfortunately nothing is 100% effective. At certain times of the year, Asian Lady Bugs, invade this area of the country. If you find some in the cabin when you arrive or throughout your stay, it does not mean that it was not cleaned recently. From Spring to midsummer you will see bees that look like bumble bees, but are much larger in size. These are called carpenter bees and they like to bore into wood surfaces. They are not aggressive and rarely sting. The males do not have a stinger although the females do. Again they make a little noise, but are not aggressive. Most insect treatments have no effect on them other than a direct hit from a bee repellent spray.

**KEY BOX** - A key box has been provided for your convenience at the vacation rental. Prior to your arrival, you will be given the number code for it. The key must be placed back in the box immediately following each use. Should an emergency arise, it is imperative that the property be accessible. If a key becomes lost or misplaced there will be a minimum charge of \$50 to have the property re-keyed.

**POWER OUTAGES** – Although not an often occurrence, we sometimes have power outages usually after a big storm. If the power goes out, you will not have running water as the water is supplied through an electric well pump.

**FIREPLACE** – The cabin does have a gas fireplace. Please, please, please do not leave the fireplace running while you are away from the home. The cabin has a heat pump and a thermostat located in the living room for heat. The gas for the fireplace is expensive and should not be used as a primary heat source, but for enjoyment purposes. Gas logs are not to be rearranged for any reason as this is a fire hazard. Occasionally these fireplaces need repairs and we do not offer any refunds or relocations for them being out of order, but will have them repaired as soon as possible if notified.

**SMOKING** - Smoking inside the cabin is not allowed in any form. We respect your right to smoke, but the resulting odor left inside the cabin is why it is not permitted. Outside or

on the deck is permitted, but please do not use the railing or deck surface as an ashtray. Please leave butts in outside containers as well. A cleaning fee of \$150-\$750 will be assessed for any deviation.

TV – The living room TV is a smart TV and is connected to the wifi. The bedroom TV is equipped with a ROKU. The instructions for the ROKU can be found in the welcome binder on the end table in the living room on the shelf under the lamp.

WIFI – The cabin has WIFI. The login information will be provided to you prior to your stay/

LOST AND FOUND - We make every effort to locate and return lost items. If you forget something, please call us and let us know as soon as you discover the item is missing so that we can alert our cleaning crew. Our staff has been advised to secure obvious items of value when located, but cannot be held responsible for loss of items that they do not locate or do not seem to have value. If we find your lost item, we will ship it back to you at your expense.