



## Arrival Information/House Rules

- Check-in Time: After 4pm\* - Please remember that these large homes take quite a bit of time to get ready and an early check-in is not available. Your portal access will display the door code for your unit shortly before arrival time. Please do not proceed into the unit until 4pm.
- Boat Info: if you are bringing a boat, you can drop in the water at 3pm, but you will not be able to access your unit until 4pm, so please plan accordingly. Boat slips are \$25/night and should have been reserved at time of booking for guarantee - they are available on a first-come, first-served basis. Your boat slip number will be texted to you before your arrival, and you will be given instructions on where to park your trailer.
- Remember: We do not provide personal toiletries or pool/lake towels - so please make sure to bring plenty for your group.
- Parking: Each 7 bedroom has 4 allocated spaces and smaller units have 2 spaces. Please remember, we do not have assigned parking.

*\*The day before your arrival, the \$300 damage deposit will be processed as a hold on the card we have on file. The authorization will fall off after the unit has been inspected on check-out.*

### House Rules for your stay:

- ❖ No-Smoking: All of our buildings, pool area and dock are smoke-free. If you are smoking, please keep at least 50 feet away from the doorways and dispose of your cigarette buttes in a safe manner. (Note: This applies to smoking of any kind)
- ❖ Quiet Time: In order to provide a family-friendly environment, please respect your fellow guests by observing quiet time between the hours of 10:30pm-7am.

- ❖ **Pet-Friendly:** If you have brought along your family dog, please remember that prior notice was to be provided and a \$100 pet fee will be assessed (*Maximum of 50lbs*). Also, they are to be leashed at all times, they are not allowed in the pool area and please clean up after their messes.
- ❖ **House Furniture/Electronics:** We really like the way our homes are laid out, please do not rearrange the furniture or unplug any of the wires behind the TV's. This will avoid unintended scratches and loss of security deposit or additional costs associated with any damage.
- ❖ **Your reservation includes access to the open pools 2 hours before check-in and conclude at check-out time on the day of your departure. NOTE: Outdoor pools and spas are open Memorial Day-Labor Day**
- ❖ **Outdoor/Indoor Pool:** Pool Hours: 10am-9pm (10pm in the summer) - There is absolutely no smoking of any kind permitted in our pool house or outdoor pool area. There is also no glass allowed anywhere within the pool enclosures. Parents, please make sure your infants/toddlers are in swim diapers if they are not potty trained and that your children are supervised at all times.

**MOST IMPORTANT RULES OF THE POOL:** We are a shallow water pool with decorative landscaping rocks and a waterslide. **It is crucial that your children understand that jumping off rocks into the pool and sliding down before the water below is clear is prohibited.** We want everyone to just relax and have a good time, but must ensure that all are safe, as well. Thanks for helping make sure your children understand this, before entering the pool area.

Policies:

*Rain: All of our pools are closed during thunderstorms and will not be re-opened until 30 minutes past the last instance of thunder or lightning. Management reserves the right to close the pools for the day if there is a watch/warning in place that is forecasted past the normal pool hours.*

*Out-of-order: Components of the pool area can go down from time-to-time and while we do everything we can to ensure all elements are operational, we do not always have control over the timing of fixes, etc.*

- ❖ Trash: All trash must be taken to the dumpsters - we have them available in two different places on the property. It is very important that no trash is left on any of the porches, as racoons are very friendly and hungry in our area. Dock Use: any trash accumulated while visiting the dock area should be brought back up to the dumpsters as well.
- ❖ Departure Information: Your departure time is 10am, with no exceptions. You will be charged additional fees if you are not out on time. Please make sure the house is clear of all trash, all of the dishes are either put away or started in the dishwasher and you lock up behind you. We will handle the rest.

*Disclosure on Cleaning Fee: The cleaning fee paid covers normal clean up from your stay including laundering all linens. If the home requires additional cleaning for excessive mess, you will be charged accordingly.*