

# HOUSE RULES [Click Here for PDF File](#)

## **Before going to the house you MUST check in at our office**

**Our office is located on SC Hwy 11, on the left, 4 miles north of I-85 Exit #1 Look for the 8' "?"**

Office hours are 9:00 – 2:00 M-F and 10:00 – 2:00 Saturday. If you will arrive when we are closed, call and let us know. If you have a balance due, we will bill your credit card on file unless other arrangements are made. If you are paid in full and we have a signed copy of this form (**including, on this form, your credit card number, expiration date and a readable signature**) we can leave keys & maps in a box in front of our office.

**Pets** require prior authorization and extra charges and are permitted only at certain houses (in the house or otherwise on the premises). Unauthorized pets at any time may result in significant additional charges and/or you being required to leave with no refund. Your invoice must specifically authorize any pets present by name.

**Garbage** Garbage service is not available at most houses. Please plan to take your trash to the nearest dump site each day and on departure. If you prefer, the maids will take the trash for you. Deposit \$3 for each normal size bag in the tip envelope and return it in the key packet. If you prefer, we can charge your credit card for a \$20 billing fee plus a \$5 per bag charge.

**Reservation Fee:** The price you were quoted and billed includes a "reservation fee" service charge of \$55-\$300 depending on the house. This is not a rental fee but is a separate charge for processing the reservation and is not refundable under any circumstances. In case of cancellation you may apply this fee to a new reservation within a year.

**Deficiencies:** Homes are carefully inspected by our staff prior to your arrival, however deficiencies can still occur. If you have a problem, report it to our office **as soon as it is discovered** any time night or day. If we are closed, our answering service will get in touch with us. We will make every reasonable effort to correct the problem in a timely manner. However, deficiencies such as appliance or other malfunctions, cleaning problems, lake levels, or utility problems do not justify a refund. If you notice any pre-existing damage, notify us ASAP to prevent being charged for the damage.

**PRICES:** Sales tax. (7% -11%) will be added to the quoted prices. A damage deposit (usually \$250, higher deposits are required for pets, large groups, and when requested by the owner) is required when you check in. This may be by signing the credit card authorization below or by a separate check. Neither will be processed unless to cover extraordinary cleaning fees, garbage charges, phone charges, or missing or damaged items.

**RESERVATIONS:** To confirm your reservation we require payment of \$250 in advance. Tentative reservations made 45 days or more in advance may be held for 5 days awaiting a check for payment after which time they will be cancelled. Reservations less than 45 days in advance will not be held without full payment.

**WE ACCEPT CASH, PERSONAL CHECK, or MONEY ORDER.** We also accept: Visa, MasterCard, or Discover. Money collected may be placed in an interest bearing account until paid out. All interest accrues to the Agent to help offset credit card fees and other expenses.

**CANCELLATION:** If you cancel more than 21 days in advance you will receive a full refund less the "reservation fee" described above. If you cancel less than 21 days but before the day arrival is scheduled 1/2 of the total rental fee is forfeited in addition to the "reservation fee". The day arrival is scheduled the entire amount becomes due and payable. If the house is re-rented you will receive credit for the pro-rated rent less the "reservation fee".

**SUBSTITUTION:** Sometimes acts of nature and other forces beyond our control prevent a house from being available as reserved. Therefore we reserve the right to substitute a house that we consider equivalent or better for the house requested.

**MOST HOUSES ARE USED FREQUENTLY BY THEIR INDIVIDUAL OWNERS:** They are, therefore, "fully equipped" to each individual owners taste. Often owners will leave personal items in the house. Please respect their personal property.

**LINENS & COOKING UTENSILS** are provided in all our houses.

**A STARTER SUPPLY (ONLY)** of consumables is furnished. (Toilet paper, paper towels, and soap) We do not furnish charcoal, firewood, or propane.

**CAPACITY:** You must abide by the stated capacity of the house. Tents, campers or motor homes are not permitted.

**SPEED LIMITS:** Pedestrians, joggers, and golf carts also use these streets. Speeding is not tolerated and you will be asked to leave without any refund.

**PARKING** is not permitted on the lawns or on the paved road. We have 10 acres at our office available for extra parking. Please check with our staff.

**DISTURBANCE:** Respect the right of neighbors to not be disturbed and respect the rules and standards of the development where the house is located.

**FIREWORKS & FIREARMS:** Fireworks may not be discharged in or near houses, lawns, or in the street. Firearms are not permitted

**NO WAKE:** The areas of the launch ramps and private docks are NO WAKE ZONES. Boats should travel at idle speed in these areas.

**UTILITIES:** Please be conservative in the use of utilities. When leaving for the day please turn off the lights and air conditioning.

**PHONE USAGE:** Phones (where provided) are for your convenience. Do not charge any long distance calls or accept any collect calls on them. In order to cover the costs of billing there will be a 25% or \$20 (whichever is greater) billing fee added to the cost of any toll calls. In this area some calls are billed per minute even though you do not dial a 0 or 1. It is your obligation to verify potential charges before placing calls.

**TOILETS:** Many of these houses have a pumped sewage system. Do not flush sanitary products or other foreign matter.

**GRILLS:** Clean grills after each use. NEVER use charcoal in a gas grill. If a Gas Grill is out of Gas, have it refilled.

**SMOKING:** The owners request you please do not smoke inside the house.

**RESPONSIBILITY FOR GUESTS:** You are responsible for any family or guests you permit into the development.

**DAMAGE:** While you are renting the house you are responsible for missing items or damage caused by yourself, your family, or guests. Any resulting charges will be deducted from your deposit or charged to your credit card. To avoid charges for prior damage, report any problem the day you check in.

**ACCIDENTS:** Mountain Lakes, its owners or staff are not responsible for any accidents or injury occurring on or because of rental property.

**CHECK OUT:** While the final clean up is provided you are ask to leave the house as you would want your guests to leave your house. Remove your things from the refrigerator, Wash and put away dishes and pots and pans, Strip dirty linens (DO NOT remake the beds), If you have time, start a load of laundry. Please leave no more than 3 loads of laundry. Turn off all lights and set the A/C on 78 (heat on 55), and **take your trash to the dumpsite.**

I understand that my rental expires at 10am and I will check out, remove all my possessions and vacate the premises at or prior to that time unless permission is obtained from the agent. Items remaining may be returned to me freight collect or disposed of at the discretion of the Agent. I understand that if I leave early for any reason I am NOT entitled to a refund.

**I have read, understand, and agree to abide by these rules and any published rules specific to the house I am renting. I understand that violating these rules may result in eviction with no refund. I understand the cost of extraordinary cleaning, garbage removal, phone charges, missing items, and damages may be deducted from my damage deposit or charged to my credit card and hereby authorize Mountain Lakes to bill my credit card up to \$250 for such charges.**

Card # \_\_\_\_\_ Expiration: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_