

IMPORTANT POLICIES AND INFORMATION FOR HEIDI'S HEAVEN
(Please print and bring with you)

A. RENTAL INFORMATION

CHECK-IN TIME: Check-in time is after 2:00 pm on the date of check-in; early check-in is not allowed because the house must be cleaned and prepared after the prior guests leave.

CHECK-OUT TIME: check out is before 11:00 am on the date of departure to allow the housekeeper time to clean the home. **NO EXCEPTIONS.** Your keys must be left on the kitchen counter by the telephone to insure a full refund of your damage deposit. Guests not checked out on time will be charged one-day's rent plus NC taxes. If the home is available, you may call to extend your stay. Sorry, there is no refund on early check-outs.

PEAK SEASON CHECK-INS: (June, July, August, October and holidays) Guests may experience delayed check-in time if housekeeping has not completed cleaning and preparing the home. You may not enter the home until it has been cleaned and inspected so do not plan to go directly to the home with groceries, etc. during these periods.

KEYS: Only two (2) keys will be provided per rental, mailed with the reservation packet. If extra keys are required, there is a cost of \$5.00 per key. There is a charge of \$5.00 per key for any lost keys.

B. PAYMENTS AND FEES

FEE SCHEDULE:

Refundable security deposit-\$200.00
Non-refundable reservation fee-\$50.00
Additional pet cleaning fee-\$50.00
House cleaning fee-\$75.00
Prepaid rent due with rental contract-half of rent for period reserved
Balance of rent-due two (2) weeks prior to arrival or full amount due with rental contract if reservation made less than two (2) weeks prior to rental period

DAY RATE

\$275.00 with minimum of three (3) nights
Less than three (3) nights-\$300.00 a night

WEEKLY RENTAL RATES (Monday to Monday)

June through August, October-\$1500.00 a week

September, April and May specials-\$1200.00 a week
Special ski season rate(November through March)-\$1400.00 a week

CANCELLATION POLICY: If your reservation is canceled 60 days or more prior to arrival date, we will refund your credit card the pre-paid rent minus the non-refundable reservation fee plus tax. If it is canceled inside the 60 days prior to arrival, you will forfeit the pre-paid rent unless the home is re-rented for the same amount of time. You may change the date of a reservation one time without penalty. After that, you incur a second reservation fee. Your security deposit will be refunded by check in any case. Please see RESERVATION FEE for further explanation of this non-refundable fee.

REFUNDS: No appliances or amenities such as grills, VCRs, DVDs, etc. are guaranteed. There will be no refunds due to appliance, water, power, cable or TV failures. We will make every effort to keep our home in good working order and any failures will be repaired as quickly as possible. There are no refunds for early checkouts. Please notify us as soon as problems are found.

FORMS OF PAYMENT: Forms of acceptable payment are cash, Traveler's Cheques, money orders, Mastercard, VISA, and American Express. Prepaid Rent must be placed on a credit card at the time of making your reservation. The Refundable Security Deposits may not be placed on credit cards. Should you pay your balance by check (including the Refundable Security Deposit), it must be received by us at least two (2) weeks prior to your arrival. If you pay your balance by credit card, the balance is due two (2) weeks prior to your arrival. **NO PAYMENTS CAN BE ACCEPTED UPON ARRIVAL FOR RENT.**

RETURNED CHECK FEE: There is a \$25.00 per check fee for all returned checks. We will either add this to your charges, or charge your security deposit if your check is returned after your departure. See **SECURITY DEPOSIT** for additional information.

HOUSECLEANING FEE: There is a \$75.00 housecleaning fee for rental.

RESERVATION FEE: There is a \$50.00 non-refundable fee per reservation, along with the applicable tax.

PETS/SERVICE ANIMALS: Pets and service animals are allowed for an additional \$50.00 per animal non-refundable cleaning fee. Animal owners and lessees are financially responsible for damages caused by their animal. All animals should be less than 25 pounds. Any damages will be deducted from the Security Deposit.

PREPAID RENT: The Prepaid Rent Deposit will be credited towards your rent total, with the balance due prior to your arrival date (see Forms of Payment). Your Prepaid Rent is refundable if your reservation is canceled at least 60 days prior to your arrival. This is not to be confused with your Security Deposit.

REFUNDABLE SECURITY DEPOSIT: All reservations require a Security Deposit, which will be refunded within 45 days of check-out, after the condition of the home and its contents have been inspected and verified. You are required to mail a check or money order for the Security Deposit so that we receive it two (2) weeks prior to arrival. The Security Deposit may be used to repair damages, replace missing items, or to reimburse for expenses resulting from agreement violations, such as check fees or unacceptable condition of the home upon departure. Security Deposits may not be charged to a credit card. Security Deposit refunds will be payable to the name on the reservation. No exceptions.

C. GUEST RESPONSIBILITIES

Furnishings include dishes, silverware, bedspreads, pillows, quilts and blankets, bath mats, kitchen linens and cookware.

GUEST RESPONSIBILITIES: (*Bed and bath linens are **NOT** provided)

1. The guests provide all bed sheets and bath towels and rags, bath soap, toiletry items, paper towels, bathroom tissue, coffee filters, dishwashing liquid and powder, laundry detergent, aluminum and plastic wrap, trash bags, and all purpose cleaner. We also suggest you bring with you the following items: picnic items, light jackets, heavy jackets, and a flashlight.

2. The guests are required to wash and put away all dishes, remove ALL items from the refrigerator and remove any perishables from the cabinets. They should also remove all trash from the home and put it in the large rolling can outside before leaving.

3. Trash cans are provided for the bedrooms and bathrooms, as well as the kitchen. The large brown rolling can outside the home is picked up by the Town of Maggie Valley on Monday mornings. Guests should place the rolling can on the edge of the driveway for pickup on Monday mornings by 8:00 am prior to leaving.

4. Please treat our mountain home as if it were your own, but do not rearrange the furnishings or bedding.

5. We cannot be responsible for items left in our home by guests. If we are asked by a guest to find and return any items left in the home, those items will be returned by mail, COD, with

a service charge of \$25.00 added to the total.

TRASH: Maggie Valley provides curbside pickup on Monday mornings. Please make sure all trash is in the brown rolling can provided by 8:00 am on Mondays and place can at the outside edge of the driveway.

PHONE/MESSAGES: THE HOUSE PHONE NUMBER IS 828-926-2221.

Please remember that no long distance or toll calls can be made on this phone. Long distance calls can be received by guests as long as they are not collect. Any long distance or toll calls discovered will be charged to the Security Deposit. Important phone numbers are posted by the main phone in the kitchen. There is also a local phone book provided. We cannot deliver messages to guests at the house and cannot contact guests during their stay except by the house phone number. Emergency calls should be directed to the Haywood County Sheriff's Department, the Maggie Valley Fire Department, or the Maggie Valley Police Department.

INTERNET ACCESS: None is available at the moment but it may be added. Please let us know if it is something you would like.

HEAT: The heating system at the home is more than adequate to maintain a comfortable temperature in winter without having to turn the thermostat above 68 degrees. When you leave the home for the day, please check the thermostat and the baseboard controls in the lower level and leave them set on a sensible temperature for your return. During the winter months, always have the temperature set at no less than 60-65 degrees.

FIREPLACE: Please make certain that the fireplace damper is open before lighting a fire, and that the fire is completely out and the damper is closed before you leave the house. Please close the curtain and glass doors when retiring for the night. No campfires are allowed on the property at this time.

D. GENERAL INFORMATION

ROUTINE MAINTENANCE: It may be necessary for us to send repair people to the home during reasonable hours to perform minor repairs. Guests are not required to be at home for repairs to take place.

MOBILE SLEEPING UNITS: No trailers, campers or motor homes may be parked at the house for additional sleeping space or additional housing.

EVICTION: According to Section 42A-23 of the North Carolina Vacation Rental Act, a tenant staying thirty (30) days or less may be evicted in an expedited eviction proceeding if the tenant

does any of the following: (1) Holds over possession after his/her tenancy has expired; (2) commits a material breach of terms of the vacation rental agreement that, according to the terms of the agreement, results in the termination of his/her tenancy; (3) Fails to pay rent as required by the agreement; (4) Obtains possession of the property by fraud or misrepresentation.

EMERGENCIES: Hospital and all emergency numbers are posted by the main phone in the kitchen.

WEATHER STATEMENT: During your winter visits, find and stay tuned to TV/Radio/Weather stations for storm warnings or watches. Depending on the severity of winter weather, it is your responsibility to make needed preparations and take necessary precautions. A 4-wheel drive vehicle is not necessary to reach our home during inclement weather.

NC VACATION RENTAL ACT: The rights and obligations of the parties to the agreement are defined by law and include unique provisions permitting the disbursement of rent prior to tenancy and expedited eviction of Tenants. Your signature on the Rental Agreement, or payment of money or taking possession of the property after receipt of the agreement, is evidence of your acceptance of the agreement and your intent to use the property for a vacation rental.