

## Rental Policies

### Al Elam Property Management, LLC dba Your Lake Vacation

*Important! Please read carefully.*

Welcome to Your Lake Vacation! We are happy to assist you with your vacation planning and hope that your arrival and stay will be smooth and memorable.

Please take a moment to review our rental policies below:

### Reservations

Reservations can be made online 24/7 or by phone at 573-365-3367 during regular business hours. Our office is open seven days a week between Memorial Day and Labor Day, and Monday through Friday between Labor Day and Memorial Day. Our regular office hours are 8:30 AM until 5:00 PM CST.

Each property has a maximum occupancy. Due to fire codes, the number of guests cannot exceed the maximum occupancy. Violation of this policy will result in eviction and possible cancellation of your reservation without a refund. No property will be rented to any vacationing students or young adults under the age of 25 unaccompanied by a responsible adult (parent or guardian) who will be at the property for the entire stay. We reserve the right to refuse bachelor, bachelorette, or other similar types of groups. Please note, due to zoning regulations within the city of Osage Beach, that reservations to groups of unrelated adults are prohibited in home/residential areas. Reservations made under false pretenses will be subject to cancellation or eviction with no refund given.

Reservations require a 50% initial payment due at the time of your reservation. Payment may be made by check, cashier's check, Visa, Mastercard, Discover or American Express. The remainder of your payment will be charged to the credit card on file on or around 30 days prior to your arrival date. Reservations made within 30 days of your arrival date must be paid in full via credit card. We will confirm your reservation with an electronic contract to be signed and returned to Your Lake Vacation. **Your reservation will be automatically cancelled if we have not received both your signed contract as well as your 50% initial payment within 10 days of your booking, unless other arrangements have been made.**

### Cancellation Policy

When you make your reservation, your chosen property is reserved and taken out of our inventory. The closer it gets to your arrival date, the more difficult it is to re-rent your property if cancellation is made. Should you need to cancel your reservation:

- 60+ days before arrival: refund of initial payment minus an administrative fee\*
- 31-60 days before arrival: initial payment or half of the rental is non-refundable
- < 31 days before arrival: the entire amount is non-refundable

\*Our administrative fee equals 5% of the amount paid, with a minimum of \$50.

**Travel Insurance:** We realize that on occasion our guests need to cancel for legitimate reasons like an illness, injury, or family emergency. We HIGHLY RECOMMEND that you consider purchasing travel insurance through a third-party provider for a nominal fee. More information can be found at [www.vacationrentalinsurance.com](http://www.vacationrentalinsurance.com) or through other similar companies.

If your cancellation is not eligible for a refund and you did not purchase travel insurance, you may have the option to move your PAID IN FULL reservation to dates sometime during off season, after Labor Day and before Memorial Day of the following year. You will need to choose new dates within 30 days of your cancellation request. If we do not hear from you within this time, your money will be forfeited.

Please note that once you have paid any money toward your reservation, our cancellation policy goes into effect.

### **Accidental Damage Protection Plan**

We offer an Accidental Damage Protection Plan at a minimal cost. The Damage Protection Plan will cover up to \$3,000 in ACCIDENTAL damage during your stay. This plan protects both you and the property owner in the event of accidental damage. Please notify our office of any overlooked damage or problems immediately upon occupancy of your rented property. **To be covered by the plan, any damage must be reported prior to departure, or you will be charged upon discovery.** Intentional or negligent damage is NOT covered and will be charged to your credit card. Extra cleaning of stained linens/towels, carpet cleaning and spills, or the cleanup of bodily fluids, such as vomit, feces, blood or urine, are not considered damage and will be charged accordingly. All guests must have a valid credit card on file. If you choose to decline the Damage Protection Plan, you will be charged a \$3,000 damage deposit, plus a 3% credit card fee, payable no later than 30 days prior to your arrival. Your deposit will be refunded within 30 days after departure, upon inspection of the property, provided there is no damage to the unit.

### **Check-In**

Check-in is between 3:00 PM and 4:00 PM on your arrival date. Early check-in may be requested prior to your arrival date, however, due to housekeeping schedules, we may not be able to accommodate your request. Please call to confirm 1 day prior to your arrival. All of our properties may be accessed with a 4-digit entry code. Access to your property will be given via a 4-digit entry code on the day of your arrival, as soon as the property is ready for you. There is no need to visit our office. You will be able to proceed directly to your rental property. Directions, as well as the property address, are provided at the time of your reservation and can be located on the second page of your email confirmation. If you need assistance finding your property, please refer to your digital welcome book or contact our office and we will be glad to assist you.

## **Checkout**

Checkout is by 10:00 AM on your departure date. Late checkout may be requested prior to your departure date, however, due to housekeeping schedules, we may not be able to accommodate your request. Please call to confirm 1 day prior to your departure (NOT the morning of departure.) To avoid any extra charges, please ensure that any damage is reported to our office prior to checkout, that all doors and windows are locked and secure, that the AC is set to Auto at 78 degrees (summer) or Heat at 55 degrees (winter), that all trash has been removed from the property and placed in the proper containers and that all used towels have been placed in one of the bathtubs or showers. If you fail to remove the trash from the property, you will be charged accordingly. The property should be left fairly clean and in the condition that you found it upon arrival. Should you not leave the property by 10:00 AM on your departure date, a late fee of \$200 per hour will be charged to your credit card, unless prior arrangements have been made. Should you choose to depart the property early, no refunds will be given for unused nights.

## **Departure Cleaning Fee**

A departure cleaning fee is charged on all rentals. The fee varies depending on the size of the property & the number of bedrooms/bathrooms. No daily housekeeping or towel service is provided. One set of towels per person up to maximum occupancy are provided. Most properties have a washer/dryer available should you need to launder them during your stay. If a washer/dryer is important to you, please inquire when making your initial booking. Your property should be left in a responsible and tidy fashion. If the property is excessively dirty or if trash is left in the unit, you will be charged an additional departure cleaning fee of \$30 per hour and \$30 per bag of trash. If you require housekeeping during your stay, please make arrangements prior to your arrival and we will be glad to accommodate you for an additional fee.

## **Pet Policy**

A few of our homes are pet-friendly, with prior approval on a case-by-case basis, with the following conditions:

- Nightly pet fee of \$15 per one pet or \$20 per two pets
- A one-time \$30 pet cleaning fee
- Maximum of two pets allowed
- Pets must be crated at night and when left at property in owners' absence
- Must pick up after pets outside
- Do not tie pets to docks, decks, walkways, etc.
- Damage or extra cleaning due to pet hair, etc. will be charged accordingly
- Damage from pets is NOT covered under our Accidental Damage Protection Plan

All our condos, with the exception of Lone Oak Point, have a strict no pet policy. Upon departure, if evidence of a pet is discovered in any of our properties without having our prior approval, you will be

charged a \$200 fee. This fee will cover the extra cleaning associated with having a pet in the unit. If there is damage resulting from a pet, you will be charged for the repairs or replacement in addition to the \$200 fee mentioned above.

Our area also features a few pet boarding facilities. If this is something that you would be interested in, please let us know and we will be glad to assist you.

## **Fireplaces**

Propane/gas and wood burning fireplaces are not to be used by the guest/renter and are for use by the owner only or for decoration. Electric fireplaces may be used by guest/renter.

## **NO Smoking Policy**

All properties are non-smoking! While smoking is generally allowed outside and on the decks (refer to individual association rules and regulations), please ensure that all doors and windows are closed so that smoke does not enter the interior of the home or condo. Upon departure, if evidence of smoking is discovered, you will be fined and will also be charged a fee to ionize the unit and remove the smoke smell. If any burn marks are found, you will be fined and charged for repairs to furniture or carpet. Damage from smoking is NOT covered under our Accidental Damage Protection Plan.

## **Maintenance & Emergencies**

We make every effort to keep our condos and homes well maintained. Please check your property upon arrival, and if anything needs repaired, please report to our office immediately.

Please remember that we are not a resort or hotel and do not offer a 24-hour maintenance staff. However, should the property have a mechanical failure, we will make every effort to rectify the situation as quickly as possible.

Due to unforeseen circumstances, we cannot be held responsible for any mechanical failure of appliances or air conditioning prior to or during your stay. If such occurs, upon notification, we will contact the appropriate service person immediately to schedule the repairs. Depending on the time frame for repairs, if you wish to move to another property, arrangements can be made based on availability. If there are no comparable properties available, you will receive compensation for any remaining unused nights.

During regular business hours, please call our office at 573-365-3367 to report any maintenance issues. Our After-Hours Emergency Number is 573-216-8715. Please only use this number for emergencies and save non-emergencies for the next business day. If you call the emergency number and get voicemail, BE SURE TO LEAVE A MESSAGE. We will call you back as soon as possible.

## **Property Rules & Regulations**

All properties are privately owned. We ask that you respect the rental property and the other properties or units around you. You must abide by all the rules and regulations as outlined in your rental contract, as well as those of any homeowner associations or condominium complex rules and regulations.

Fireworks, kegs, and illegal substances are strictly prohibited at all our properties. Firearms are prohibited except where allowed by local or state regulations. Failure to abide by the rules and regulations can result in fines, charges, and/or eviction without a refund. The rules and regulations for each individual property will be posted on the refrigerator and can be found in the digital welcome book as well.

## **Standard Unit Equipment**

All units are equipped with basic furniture, coffee pot, toaster, cooking utensils, dinnerware, towels, and linens. You are encouraged to bring your own beach towels, personal items, or additional linens if required. We provide a minimum amount of the following:

- 1 Set of Towels per person that the unit sleeps (bath towel, hand towel, wash cloth)
- 2 Kitchen Towels and 2 Dish Cloths
- 1 Toilet Paper Roll per person the unit sleeps
- 1 Roll of Paper Towels
- 5 Dishwasher Tablets
- 5 Kitchen Trash Bags, 1 Trash Bag per can otherwise
- 1 Set of Travel Toiletries per bathroom (shampoo, conditioner, body wash, bar soap)
- 1 full to partial bottle each of Dish Soap & Laundry Detergent
- 1 full to partial box of Tissues
- A few Coffee Filters

If you will need additional paper/soap items, you will need to bring them with you or purchase after you arrive. All homes and condos are equipped with heat and air conditioning systems, and TVs. Most properties have a washer & dryer, dishwasher and an electric or gas grill, with propane. If these items are important to you, please verify the property you have reserved includes them.

## **Televisions**

All our homes and condos are equipped with either basic cable, satellite or streaming capabilities. Each property is equipped by the individual owner, and therefore will vary from property to property. Some properties will have a TV in every room, while others will only have it in the living room. If these items are important to you, please verify the property you have reserved includes them.

## **Internet & Telephone Service**

All our homes and condos are equipped with wireless internet access. Our properties do not have landline phones. While internet and cell service is generally good throughout the Lake area, some areas, especially our more remote properties, may have intermittent or spotty service.

## **Locked Closets & Tubs**

Locked closets and/or tubs are the private property of the homeowner and/or management company. They are not included in your rental. Please respect these locked areas. If any evidence that the closets or tubs have been opened, or if items are missing after guest occupancy, you will be charged accordingly. There will be a minimum \$500 fine for breaking into any locked closet or tub.

## **Parking & Parking Passes**

Parking is limited at each property. Please inquire about the number of parking spaces available before your arrival. If you are bringing more vehicles than allotted at your property, you are welcome to park an extra vehicle at our office location in Osage Beach.

Many properties require parking permits/passes. These will be provided in the unit upon arrival and must be displayed in your vehicle for the duration of your stay. Failure to display parking passes could result in your vehicle being towed. (We will NOT be responsible for any costs associated with towed vehicles.) Be sure to leave the parking passes in the unit upon your departure to avoid being charged for them.

## **Lost & Found**

Your Lake Vacation will NOT be responsible for any personal items left behind at the rental property. We will make a reasonable attempt to locate any reported lost items. Items will be shipped **at your expense**. There may be an additional surcharge for locating, retrieving, and shipping items. Items not claimed within 30 days of departure will be discarded or donated to a local charity.