

GUEST GUIDELINES AND CHECK IN/ OUT PROCEDURES - 2022

MAXIMUM OCCUPANCY – The maximum number of guests is limited to **10 persons** with no more than 4 persons day use guests/visitors on the property at any time.

SELF CHECK-IN TIME is **AFTER 4:00 PM Mountain time**.

CHECK-OUT is 10 A.M. No Early Check-in or late checkout or subject to additional charges.

NO SMOKING ANY WHERE ON THE PROPERTY or fireworks anywhere on the property.

SECURITY DEPOSIT REFUND- A damage/security deposit of \$500 is required along with final payment. If a current credit card is placed on file, it will **not be charged** or processed unless there is a challenge at check out. Tenant agrees to meet the following provisions:

- All owners possessions, belongings and furnishings are left in good order
- **No damage** is done to unit or its contents, beyond normal wear and tear.
- **TURN OFF** all heaters, air conditioners, TV's, lights, coffee pots, BBQ and kitchen appliances.
- **All trash**, rubbish and discards are placed respectfully in trash bins or recycle containers in the garage. All excess trash not contained in bins to be removed by guests.
- **Dirty dishes** are placed in the dishwasher and cleaned.
- **Soiled linens** (towels) are placed in white laundry baskets and placed in laundry room.
- No linens are lost or damaged or removed from property
- All **children's games, toys**, puzzles, DVD's are returned to original shelves or containers.
- **Key is left** on the kitchen table along with garage door opener, all doors are locked and front door is left locked. **Lost keys or garage opener will result in a \$20/50 replacement fee**
- No early check-in or **late checkout** that is disruptive to staff and or next guests arrival
- Owner does not receive any complaints from neighbors regarding disrespectful behavior, loud noise.
- **Respectful behaviors** are demonstrated for our property, the land and surrounding neighbors. Observance for property boundaries within the Mystic Mountain 15 acres (see map). **Please note that the dock with the slide and the deck adjacent to it below the house is private property and is not part of Mystic Mountain. Please respect this as off limit and notify all occupants.**

Over all...we simply want to see that you have made an effort to **honor our hospitality**.

NO DAILY HOUSEKEEPING SERVICE: While ample linens and bath towels are included provided for your stay, daily cleaning service is not included.

OWNER RESERVES THE RIGHT TO ENTER PROPERTY/HOUSE in case of emergency or guest requested repairs. This includes our staff or agents hired by us. Owner will make every effort to give 12-24 hours notice when possible.

CANCELATIONS – A sixty (60) day notice is required for cancellation during prime peak months (June-September), 30 day cancellation in all other months. Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty. Cancellations, that are made less then 60 days of the arrival date, forfeit the full reservation deposit. An exception is if renter finds a replacement renter for exact rental period who fulfills and signs conditions of contract. All renters must be approved by owners. Early departure for any reason does not warrant any refund of rent.

VACATION RENTAL HOME ETIQUETTE

Good things to know for first time vacation home renters.

So, you've decided to stay at a privately owned vacation rental home. The travel dates are set, the reservation is made and now you wait, excitedly for your vacation to begin. But then, how's this work **exactly**? Will there be perishable goods such as toilet paper, paper towels provided? What about hand/dish soap, and laundry soap? It's good that you're asking these questions now, because staying at a privately owned vacation rental home is significantly different than staying at a hotel.

No vacation rental owner wants their guests to arrive needing to use the restroom, only to find there are no restroom supplies provided. Vacation rental home owners generally make sure all the basics are there for your arrival and typically provide a "starter supply" of all that you will need upon your arrival. But remember, this is the next best thing to staying in your own home, and who provides the supplies there? You do, of course! For a week or more stays and larger groups you may need to restock/purchase certain items. One of the first things you will want to do, upon your arrival, is to look around to see what is provided and make a list of what you need, or ask in advance. We will provide you with directions to the nearest stores.

Most likely you'll be surprised to find many basic food condiments, spices and other supplies that have been provided by owner or left by either the cleaning staff or previous guests. The rule of thumb is, what you find is yours to use. Everybody has their own comfort level, and preferences. Again, you're welcome to use them, but if that makes you uncomfortable, just add that to your shopping list. Generally the cleaning crew has been instructed to remove anything that can spoil or is not full enough to hang on to. While we're on this subject, when you leave be considerate of the guests checking in after you, and please dispose of anything perishable that may spoil or leave notes for the cleaning staff so they know what to provide/leave on hand for the next group.

Once you've looked around and taken an inventory, make a shopping list. You'll want to stock up for your stay and respectfully plan to replace anything you use up. You certainly don't want to leave the property without essential items like salt and pepper, basic spices, tin foil, plastic wrap, cooking oil/spray or sugar for coffee, all of which we provide our guests upon check in. It's kind of a "pay-it-forward" philosophy. The idea being if you leave it well stocked for the next guest, they'll do the same for the guests after them, etc. Hopefully, you'll benefit the next time you stay at a privately owned vacation home, and the home will be well stocked for you upon your arrival.

Keep in mind, you are staying at home not a hotel. Yes, you're paying rent and yes it's your right to use it, but use it with respect. If you feel the need to move an end table or a lamp, please be considerate to the owner/host and return those items to the original location you found it in. If you break something, be responsible and replace it if you can, or offer to repair or share the cost. At the least, let your host or their staff know, so that the item can be replaced for subsequent guests. Remember, staying at a vacation rental home is not that different than staying at a relative's home. You would not carelessly rearrange furniture without their permission and if you broke something you'd be responsible. Common sense and courtesy will insure all goes well on both ends. Most vacation rental home hosts/owners understand about wear and tear, but respect and consideration are very much appreciated. Honor your hosts/owners hospitality by making an effort to clean up and leave their home in a similar fashion you found it in.

Staying at a privately owned vacation home is a great experience that allows families to vacation together comfortably. If you feel the need to be pampered, then staying at a hotel where there's plenty of staff available to cater to your needs, is probably a better choice for you. But if you enjoy your privacy, cooking your own family meals and you like the idea of getting up in the morning and having a cup of coffee while sitting on your private deck in your PJ's, then a privately owned vacation rental can't be beat!

Warmly, Kalli Sorensen
Mystic Mountain Owner