



PO Box 3442 Mooresville, NC 28117 • (704) 799-0200

## Lake Norman Vacation Station Guidelines and House Rules

**We want to insure that you enjoy your stay here us and come back to visit us every year. Please read the following House Rules and call or email if you have any questions about these**

The homes, cottages, condos, and mobile homes managed by *Lake Norman Vacation Station* are privately owned and reflect the needs and tastes of the property owners. We set high standards when selecting properties; however, the condition and furnishings of the properties will vary with their owners.

**HOUSE PARTIES ARE EXPRESSLY PROHIBITED!! Any complaints by neighbors or filed with the police department against the tenant may result in expedited eviction.**

Our properties are available year-round with a minimum stay of 2 nights; 3 nights during holidays. During the summer season, from mid-June to mid-August, we rent by the week only from Sunday to Sunday. Winter rates take effect from November 1st to March 31st each year except Thanksgiving & Christmas holidays. Many of our homes are available for long term rentals during the off season. Call us for rates and availability.

**AGREEMENT:** A vacation rental agreement will be mailed confirming your reservation. We ask that you review, sign and return your agreement promptly to secure your reservation. Failure to return rental agreement does not relieve your financial obligation for your reservation. All reservations are final. Total charge for a reservation includes a taxable processing fee, sales taxes and a damage deposit.

**RENTAL CAPACITY OF HOMES:** .Regardless of a property's size, occupancy is limited to the maximum number specified for that property unless approved prior to arrival. The number of guests will be noted on your agreement. If evidence is found that the party numbers more than the maximum capacity noted on the agreement, then tenants have violated the agreement and may be evicted without refund.

**DEPOSITS:** In compliance with *The Vacation Rental Act of NC*, damage deposits are refunded within 45 days after departure, provided nothing is missing, broken, damaged, or charged to the owner (such as long distance phone calls) and all keys and linens have been returned to our office by 11:30. All tenants should check the property thoroughly upon arrival and notify management of anything not working, broken or left behind. **Guests are responsible for the conduct and any damage done by members of their party.**

**PAYMENTS:** An advance payment equal to 50% of the total charge and a signed lease agreement are required on all reservations made and due within ten business days of making the reservation. We accept personal checks, money orders, cash, traveler's checks, certified checks, **VISA**, or **MASTERCARD**. All balances due on reservations must be received in full 30 days prior to your arrival. **No personal checks accepted at check in.**

**CHECK-IN** time is between 3:00 and 5:00 pm and late arrivals must be arranged in advance. **Please do not ask to check in early; our cleaning service needs time to clean!**

**CHECK-OUT** time is 11:00 am on the last day of your reservation. Keys and linens must be returned to the Vacation Station office no later than 11:30 am. **Late check outs will be charged \$50.00 for any portion of the first hour and \$25 for each additional hour or portion thereof.**

**CANCELLATION:** If you wish to cancel your reservation more than 30 days before your arrival date, we will

refund you the balance less a \$100 cancellation fee. If you wish to cancel your reservation 30 days or less before your arrival date, any money paid will not be refunded unless the property is re-rented for the same time period. In the event the property is re-rented, we will refund any money paid less a \$100 cancellation fee.

**WEATHER:** Refunds will not be issued for inclement weather or any other natural or man-made events that prevent tenants from utilizing all or part of their reservation.

**FURNISHINGS/EQUIPMENT:** Every effort has been made to assure that the description of the units is accurate; however, we cannot be responsible for changes made to the furnishings or equipment by the owner. All equipment in the property should be in working order; if not, please report problems to the office immediately. Every effort will be made to resolve the problem, but we cannot issue refunds due to mechanical failure. refunds will not be given in the event of breakdown of major appliances, electronics, hot tubs, Jacuzzis, construction taking place in area, power/cable outages, or tenant dissatisfaction with decor or furnishings.

**NO SMOKING:** All Lake Norman Vacation Station properties are NON-SMOKING. Any evidence of smoking indoors will result in the forfeiture of the full damage deposit. Additional fees may also apply. Smoking is permitted outside; however, if cigarette butts are found on the property additional fees will apply.

**PETS:** NO PETS ALLOWED except in those specific properties specified as "Pets Allowed" . We require an additional non-refundable pet fee, which must be arranged in advance. Any indication of a pet in a non-pet property, or any undisclosed pet, will result in automatic forfeiture of the full damage fee and may be subject to additional charges. NO visiting pets are allowed on the property.

**CLEANING:** Our maid service is instructed to do a basic sanitizing cleaning after each guest has checked out. **Each guest is expected to leave their unit upon check-out in the same condition as they found it when they arrived; dishes cleaned and put away, and trash taken out with container rolled to end of driveway upon departure.** Additional fees may be charged if these steps are not taken at checkout.

**GRILLS:** Please do not move grills. Be sure to turn off the gas tank after use. Please CLEAN grill after use.