



RENTAL POLICES AND PROCEDURES

Lake & Land Property Rentals is located at 16430 Booker T. Washington Highway (17 Bridgewater Plaza) in Moneta, Virginia 24121. Our office is located next to the Visitor's Center on beautiful Smith Mountain Lake at Bridgewater Plaza. Contact us at (866) 751-6005 or visit www.rentalsatthelake.com to make your reservation. Call our Rental Manager, Tracy David, at (540) 263-0007 for information.

Reservations

Cleaning and reservation processing fees are included in our advertised rental rates. Taxes are subject to change without notice, and any increases in taxes will be added to the rental amount. Taxes and a refundable security deposit will be added to the total rental amount due. Most rentals are from Saturday to Saturday. Call for exceptions.

To make a reservation you must be 25 years or older. The leaseholder must occupy the property for the duration of the lease. The leaseholder may be required to present a valid picture ID upon time of check in. Non-chaperoned groups are prohibited and if a group should misrepresent themselves, they will be evicted immediately and no refund will be issued.

Once a reservation is made and the payment has been processed, it becomes legal and binding. The contract is then subject to our cancellation policy.

We will mail you a reservation confirmation and rental agreement when your reservation is processed. As this is a binding contract, please read carefully. Contact our office if you should have any questions. Please sign and date within 14 days of receipt. By signing the rental agreement, you are agreeing to honor all terms of the rental agreement and also are agreeing to abide by all policies and procedures of Lake & Land Property Rentals, LLC. Changes can't be made to the rental agreement without express permission from Lake & Land Property Rentals, LLC. A signed rental agreement is required to be in hand before we can allow access to the rental property.

Cancellations

All cancellations must be in writing. All monies are non-refundable if a reservation is canceled and we are unable to re-rent the property. If we are able to re-rent the property and secure the same monies for the property owner, all monies paid by the party that cancels will be refunded with the exception of a \$50.00 reservation processing fee. Any change of dates in the same property must be made within 7 days of the original reservation. Every effort to match the needs of our customers with the appropriate home will be made. Make your rental property selection carefully as transfers are not allowed.

Travel Insurance

Lake & Land Property Rentals, LLC recommends you acquire a Rental Protection Plan. Please contact us if you are interested in coverage. Coverage includes (but not limited to) trip cancellation and other benefits.

Occupancy

The maximum number of persons allowed in the vacation rental property is listed at the bottom of the rental agreement. Mandated regulations established by the county determine the occupancy. Children are counted in the total occupancy unless they are less than 2 years old. Any party that exceeds this number may be evicted without a refund.

Payment

When a reservation is made, one half of the total reservation amount is due plus the security deposit and is required to be placed on a credit card. We accept American Express, MasterCard and Visa. The balance must be paid in entirety 14 days prior to your arrival date. The date the balance is due will be notated on your reservation confirmation. Since we do not send out reminders, it will be your responsibility to keep up with the payment of balances due. Major credit cards, cashier checks, personal checks as well as money orders are accepted as payment for balances due. Please note, all personal checks must clear our bank 2 weeks prior to your arrival. A \$45.00 fee will be charged for all returned checks. If the full payment is not received at least 14 days prior to arrival, the leaseholder agrees that the reservation balance will be charged to the credit card on file. If, at this time, we are unsuccessful in collecting final payment, the reservation will be canceled and will be then subject to our cancellation policies.

Non-Availability Procedures

Lake & Land Property Rentals, LLC makes every effort to guarantee the availability of your chosen unit. If the property becomes unavailable for reasons beyond our control, we reserve the right to transfer you to comparable accommodations.

Refundable Security Deposit

The following items may be charged against the deposit: additional cleaning, carpet stains, failure to leave keys at departure, late check-out, missing items, moved furniture, occupancy exceeding the limit, trash left in unit, etc. Our properties are cleaned and inspected after each departure. If the inspection results in retention of the security deposit, we will send you documentation along with any remaining balance. Please inspect your unit upon your arrival and report any damages or concerns immediately. WE MAIL ALL SECURITY DEPOSITS IN THE FORM OF A CHECK ON THE 10TH OF THE FOLLOWING MONTH AFTER DEPARTURE DATE.

Check -In

Check in is on Saturday between 3:00–5:00 during the Summer season. Our housekeepers need adequate time to insure the cleanliness of your vacation home and they need that 10:00–3:00 window to ensure this happens in the busy Summer season. Therefore, please do not arrive early or ask for an early check in. No members of your party will be allowed to be on the property of your vacation home before you have checked in at our office in which you will receive the keys and then will be told to proceed to your unit. Lake & Land Property Rentals, LLC can be more flexible with check in days and times during the other seasons. Upon check in, you will receive the keys to your rental property, pertinent information about us, your rental property, and the Smith Mountain Lake area. Please review and familiarize yourself with all of the information in the rental packet. We will provide you with 2 sets of keys to your vacation property.

Late Arrivals

Please contact our Rental Manager, Tracy David, at (540) 263-0007 if you will be arriving to the Lake after office hours. Instructions will be provided regarding where to pick up your rental packet and keys. "After hours" check-ins are not allowed if we have not received your signed rental agreement and/or your account has not been paid in full.

Checkout

Checkout is 10:00 a. m. NO EXCEPTIONS. The below items are to be completed prior to you leaving the property:

- Wipe out and empty the refrigerator and the cabinets of all items you brought to the unit.
- Wash and properly put away all dishes.
- Clean the grill.
- Remove all trash from the unit. Directions to the nearest trash dumpsters are listed in the rental packet. Failure to remove trash will result in a \$20.00 per bag charge to your account.
- Furniture, TV / DVDs / VCRs, and game systems are to be left the way you found them.
- Set the thermostat for 80 degrees in the Summer, 55 degrees in the Winter
- Lock all doors and windows and turn off all lights and ceiling fans. Pay attention to outdoor lighting too.
- Leave the rental packet and keys on the kitchen counter UNLESS you have been instructed to leave the keys at our office upon check out. Failure to leave or return keys may result in a \$45.00 per key charge to your account.
- Insure all of your personal items have been removed as Lake & Land Property Rentals is not responsible for personal items left in the unit.

Upon Arrival

Contact us if anything isn't satisfactory upon arrival at your vacation rental as we strive to make sure everything is prepared for you. Please do immediately so that we can address it. Failure to do so upon arrival will not be addressed at or following departure. Please do not expect a refund or transfer for guest dissatisfaction due to physical appearance.

Parking

Please park vehicles in the driveway or designated area. . . no parking in the road or on the grass. The maximum number of vehicles is specified for each unit. Parking in unallowable areas and exceeding the number of vehicles may result in towing at the leaseholder's expense. Campers and RVs are not allowed. Boat trailers are not allowed to be parked on the property unless specified. Boat trailers should be parked at the marina where the boat is to be launched.

Accommodations

Vacation property rentals are individually owned and thus furnished at the owner's preferences. We make every effort that all property descriptions, rates, and amenities are

accurate. We will not be held responsible if the owners make changes. Property descriptions, rates, and amenities listed on our website, other advertising material, and/or in the rental agreement are subject to change without notice. Please note that additions, omissions, printing errors, and/or changes in equipment, furnishings, bedding may occur and Lake & Land Property Rentals, LLC is not responsible and a refund will not be offered for this.

Provided Items

Our vacation property rentals are supplied with standard items:

- Dishes, Pots and Pans, Utensils, Flatware, Glassware, Coffee Maker and Toaster
- Microwave, Dishwasher, Washer and Dryer unless specified
- TV's, DVD's, VCR's, Cable, Satellite TV, and Recreational Game Systems are furnished as a courtesy by the owner and are not guaranteed.
- Grills, Porch Furniture, Hot Tubs, and Docks are furnished as a courtesy by the owner and are not guaranteed.
- Telephones are in some of the units. Local calls are free. Long distance calls are to be made collect or with a calling card. No long distance or toll calls are to be charged to the rental property phone.
- Linens for beds and towels are provided through a linen service. Towels are to remain in unit. Please bring towels for the lake and pool.
- Bedspreads, Comforters, Pillows and Blankets are provided.

If satellite or cable service is interrupted, we will make every effort to correct the problem but can't guarantee replacement or repair. No refunds will be given due to a break down.

There is adequate cell service at the lake. If your telephone service is interrupted on the property telephone, we will make every effort to correct the problem but can't guarantee replacement or repair. No refunds will be given due to a breakdown.

Items to Bring

Paper products (paper towels, toilet paper), Trash Bags, Dish Soap Liquid, Laundry Detergent, Bath Toiletries, Charcoal (if there is a charcoal grill), Beach Towels, Beach Chairs, Folding Chairs, Water Toys, and Specialty Cooking Items.

Grills

A gas grill or charcoal grill is furnished at most of our vacation rental properties. Please note some condominium associations do prohibit the use of an outdoor grill. Gas grills are filled at the beginning of the season so if they are empty, you may refill them and present a copy of the receipt upon departure for reimbursement. No charcoal is to be used in the gas grill and incoming guests appreciate a grill that has been cleaned.

Swimming Pools / Tennis Courts

Some of our vacation property rentals are located in communities that allow guest access. Read and adhere to all posted instructions. If a pass or key is required, we will provide these in your rental packet or they will be left inside the home. Return this pass or key in the proper place after your stay. Remember these amenities are provided by the

community (not the homeowner or Lake and Land Property Rentals LLC) and therefore we can't provide any guarantee of the condition, operating hours or availability, etc. and no refunds will be offered for such.

Docks or Slips

Most of our Waterfront Vacation Rentals have a boat slip, guest slip, or private dock unless otherwise stated.

- “Boat Slip” means that the unit has access to one slip. It usually is an uncovered slip. Use the one assigned to your unit.
- “Guest Slip” means that a number of units have use of a community dock and availability of the slips are on a first come first serve basis.
- “Private Dock” means that the occupants of the home only have access and may accommodate 1 or 2 boats depending on the size. Renters may use the floating or stationary docks to tie up their boats. Note that covered slips with electric lifts are for owners use only unless otherwise stated. The owner's boat(s) may be in the lift(s) or covered slip(s) and are not available for the renter's use. Do not disturb or board the owner's boat(s). Dock Lift operation is strictly prohibited and damage to a dock or electric lift from an unauthorized use will be the sole financial responsibility of the renter. Lights and electricity at the dock is not guaranteed.

Maintenance / Repairs

We have maintenance personnel available. Please report any problems or inoperative equipment to our Rental Manager, Tracy David, at (540) 263-0007. Contact him for non-emergency situations during office hours or leave him a detailed message. Please call the after hour numbers in your rental packet for emergency maintenance situations. Our professional staff will help solve these situations but note that refunds will not be issued due to malfunctioning equipment (A/C, appliances, etc) or other guest dissatisfaction.

Enjoy Your Vacation and Thanks for Using Lake & Land Property Rentals!

Revised: July 25, 2012