



Norris Lake Properties, LLC 320 Echo Valley Drive, Vandalia, OH 45377
937-238-6843
Norrislakeproperties.com

Rules, Policies, and Guidelines 2017

Good information to ensure a great vacation!

Introduction & Contact Information

Everyone at Norris Lake Properties, LLC (NLP) is excited about your vacation in one of our homes on Norris Lake. To help make your vacation as carefree and worry-free as possible, please take a few minutes to read this document. You'll find answers to some of your questions and several helpful tips to vacationing at Norris Lake. If you have further questions or concerns, please contact us any time.

Jon Trimbach
937-238-6843, cell, Jon
jon@norrislakeproperties.com, email

Making Your Reservation

To check availability or reserve a home, contact Jon Trimbach, 937-238-6843. Once you have reviewed our services and availability and have determined you would like to book a date, our reservations coordinator will contact you to process all the arrangements. You can also visit us on-line at www.NorrisLakeProperties.com

Making Your Payment

After your reservation is made, you will send a \$500 deposit to hold the property and send us an email at reservations@norrislakeproperties.com that we will reply to with your rental agreement. **Please sign, date and return the entire rental agreement within 10 days to confirm your reservation. Half of your rental fee payment must be submitted 180 days prior to arrival date and the 2nd half is due 90 days in advance for your reservations to be guaranteed.** Please make checks payable to Norris Lake Properties, LLC and write the dates and house name of your agreed upon reservation on the front of the check. Mail check to: 320 Echo Valley Drive, Vandalia, OH 45377. If you would prefer to pay with a credit card, there is a 5% processing fee for the amount charged.

Keyless Entry Locks

All of our vacation homes are equipped with coded, keyless entry locks. About a week or two before your stay, you will receive an email with the code to your house and the names and numbers for our guest coordinators. Call the guest coordinators listed in this email if you have any questions or problems upon arrival or during your stay.

Security, Damage & Cleaning Deposit

To ensure that our vacation homes are well maintained and cared for, we require a security deposit. We will refund your security deposit by the 10th day of the next month after your departure or you can use the security deposit to hold your reservation for next year. The security deposit will be used to cover any damages, missing items or extraordinary cleaning fees. In the event the extra charges exceed the security deposit, we will notify you with full details of the charges and circumstances. We appreciate our guests and the fine care they give our homes during their stay and we rarely find the need to keep any of the security deposits.

Cancellation Policy / Reservation Changes and Transfer Policy & Fee

To protect our guests from fraud, only the registered guest named on the rental agreement may notify NLP either in written or email communication to cancel a reservation.

Cancellations made 180 days prior to your Check-In date or earlier will receive a full refund of your deposit. Cancellations made less than 180 days prior to your Check-in date will result in forfeiture of your deposit and any rental fees paid. If we are able to rent the property for the time period you cancelled, you will receive a refund of the rental fees, not to exceed the new reservation amount.

Check-In and Check-Out

Check-In begins at 3 p.m. and Check-Out is 10 a.m. Due to the high volume of activity during the summer season and the time required to clean all the homes between renters, we are not able to accommodate early check-ins or late check-outs.

Directions

GPS systems are not always accurate in this area around the lake especially Lakeside Estates since it is a newer development. **We recommend you print the directions from our website, www.norrislakeproperties.com** and bring them with you for a back-up if you are using a GPS.

Housekeeping & Linen Supplies

All of our homes are defined as "housekeeping units" and **daily maid service is not provided**. Each home provides bed linens (sheets, pillowcases, & bedspread/comforter) per bed and towels and dishcloths for the kitchen as well as bath towels and wash cloths for the bathrooms. Please do not take towels for use outside the home. **You must bring your own beach/boating towels.** Your vacation home will have a starter roll of toilet paper in the bathrooms. You are responsible for your own usage of toilet paper and other paper products during your stay. Since **daily maid service is not provided** during your stay, you are invited to use the laundry room in each home to launder linens and towels as you see fit. You are not required to launder any linens or towels before checking out.

Noise Ordinance

Be respectful of your neighbors! All outdoor noise after 11:00 PM should be kept to a minimum or stopped completely. Remember sound travels on water and we ask that you be courteous of your neighbors. You have signed a noise ordinance agreement with Norris Lake Properties and if multiple registered complaints are made against your party and you refuse to follow the 11:00 PM rule, it is grounds for immediate eviction and forfeiture of your rental fee and deposit.

Parking

Parking is limited to the space in front of your rental home Please do not block the road or park in front of a neighboring home. If you run into problems, please contact the Guest Coordinator or a staff member of Norris Lake Properties.

Septic System

Please **do NOT flush anything except toilet paper** down the toilet. Any other products, facial tissues, paper towels, feminine protection of any type *will* clog the septic system. A clogged septic system becomes very uncomfortable fairly quickly for everyone in your party.

Trash Removal

All trash must be bagged and placed in your trash cans outside your vacation home and **tightly secure the lid**. Due to the hungry nature of raccoons and other wild animals, **do not allow containers to overflow or leave full trash bags sitting outside the trash containers**. Full & tied trash bags will be picked up periodically throughout the week. **You must bring your own trash bags.**

Insects

Though all of our vacation homes are sprayed regularly by a professional pest control company, ladybugs, wasps, and other insects sometimes visit the premises. In the event our guests discover a major infestation, notify the guest coordinator.

Hot Tubs

It is important to note that certain health risks are associated with the use of a hot tub. It is the responsibility of the registered guest to inform anyone using the hot tub during their stay of the potential hazards. Prior to using hot tub, wash off all suntan lotion, clay, mud, gravel etc. from your person. Do not add water or chemicals to hot tub—contact guest coordinator if you feel this is needed. Beware, hot tub covers are for insulation purposes and will not support a person. **DO NOT STAND OR SIT ON HOT TUB COVERS**, they will break, possible injuring someone, and you will be charged for its replacement. Keep covers closed while not in use. We will make every effort to ensure the hot tub is working properly, however, if it is temporarily out of order, renters are not entitled to a refund.

Use Hot Tubs at your own Risk

Pet Policy

Pets are only permitted only in our pet-friendly properties as defined by the homeowners and require an additional \$250 security deposit due upon reservation. Pets found in or on the premises **without that being part of the contract** is reason for immediate eviction and cause forfeiture of the security deposit and the rental fee for the remainder of the trip. You are responsible to clean up after your pet.

Remove Shoes

Please remove dirty shoes before entering the home. The “Tennessee clay” is harmful to the floors.

No Smoking Policy

No smoking of any kind whatsoever shall take place inside our properties. Any smoking within the properties is reason for immediate eviction and causes forfeiture of the security deposit and/or entire rental fee.

Telephone & Internet Service—Electricity—Satellite TV

Each rental home has different services regarding phone and internet services. Check the website for details on a particular home. Any interruption of electric or satellite service caused by weather or other reasons unforeseen by NLP, does not constitute grounds for a refund. Please call the Guest Coordinator if problems arise and we will try to respond quickly. Do not disconnect or rearrange any wiring to or from the TV.

Gas Grills

Gas grills and LP gas are provided for your use, but do so with great caution and heed any warning labels on the grills and tanks. If you run out of gas, please contact the guest coordinator. Please clean off the grill and put the cover down if there is one to keep the grill in good working order, and empty the grease pan after every use to prevent overflow onto the deck.

Furniture

Do not rearrange furniture in the home. Most damage occurs during moving things around. Do not take inside furniture outside or bring outside furniture inside.

Fireworks

Fireworks are not permitted in or around any rental homes.

Locked Closets

Locked closets, cabinets and dock storage are for owners use only. Do not attempt to open them.

Lost & Found

NLP is not responsible for any items lost during your stay or left after your departure. If you find that you are missing something after your leave, contact our guest coordinator. We will do our best to locate the missing items and return them to you.

Maintenance

NLP and the property owners do everything possible to keep all equipment in good working order. However, it is impossible to guarantee that all appliances, hot tubs, hot water heaters, etc. will be working 100% of the time. We do strive to correct deficiencies as soon as possible. Report all maintenance problems to the guest coordinator. Be certain to leave your name and description of the problem so we may expedite corrective service. Do not attempt to fix anything yourself, however, please take reasonable action to secure the problem as not to incur any more unnecessary damage. In the event maintenance must be performed, we will do our best to do so without inconvenience to you.

Air Conditioning

We find that setting the thermostat below 70 degrees does not cool the house quicker and tends to freeze up the unit preventing the air conditioning from working at all for a day or two. Therefore, for your comfort, please do not set the thermostat below 70 degrees during your stay.

Refrigerator

Please be patient when expecting the refrigerator to have everything cold that you brought with you. It can take up to 24 hours for the refrigerator to recover from being filled. Especially if there is a lot of warm cases of beverages loaded.

Lessee's Responsibility to Inform All Guests

It is the lessee's responsibility to explain these rules to their guests and to make sure everyone in the party abides by these rules and regulations. Any extra charges that may be assessed to the homeowner, along with any damage expenses, will be deducted from the security deposit. Please be respectful to our homeowners and treat our rental unit as you would your own home.

Disclaimer

NLP and our property owners make every effort to assure that all our descriptions and representations from our staff, brochures, and website are accurate. However, we are not responsible for printing errors, changes made by owners in the furnishings and amenities. Prices, amenities, specials, seasons, minimums, and/or maximums are subject to change with or without notice.

Things to bring:

1. **BEACH TOWELS**
2. **FIRST AID KIT**
3. **FLASHLIGHTS**
4. **TRASH BAGS**
5. **PAPER PRODUCTS (TOILET PAPER, PAPER TOWELS, NAPKINS, ETC.)**
6. **DISHWASHER DETERGENT/LIQUID; CLEANING PRODUCTS AS DESIRED**
7. **PERSONAL BATH PRODUCTS (SOAP, SHAMPOO)**
8. **SUN BLOCK AND BUG REPELANT**
9. **DVDs**
10. **GRILL LIGHTER**

Check Out Procedure:

CHECK OUT TIME IS 10am

- Wash and put away all dishes and run dishwasher before you leave.
- Take dirty sheets off beds and place them on the floor at the ends of beds.
- Place all dirty towels on bathroom floors.
- Clean out refrigerator--Do not leave food or condiments.
- Clean up all trash inside and outside home.
- Bag all trash and place in outside containers. Bring your own trash bags.
- Leave thermostat at 72 degrees in the summer.
- Make sure house is locked when you leave.