



Norris Lake Properties, LLC 320 Echo Valley Dr. Vandalia, Oh 45377
(937) 238-6843 fax (937) 242-7269 · www.NorrisLakeProperties.com

Rules, Policies, and Guidelines

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.

Guest Coordinators

Tina Chapman
423-201-7450 cell
423-566-7119 home

Gina Reece
423-494-3107
Betty
423-907-9769

Jon or Dena Trimbach
937-238-6843, cell, Jon
937-898-8455, office
jon@norrislakeproperties.com, email

Rick Trimbach
937-271-0021, cell
rick@norrislakeproperties.com, email

Features & Furnishings

The vacation homes managed by NLP are privately owned and operated, and are decorated and furnished to suit the owners' taste and needs. For an exact list of what each home offers, please check norrislakeproperties.com. All furnishings are to remain in the same location you find them. Do not take any outside furnishings inside the home or any inside furnishings outside.

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 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 portion of the security deposits.



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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 in writing.

Cancellations made 90 days prior to your Check In date or earlier will receive a full refund of your deposit. Cancellations made between 90 and 30 days prior to your Check In date will result in forfeiture of your deposit, but a full refund of the balance paid. Cancellations made 30 days or less prior to your Check In date will result in forfeiture of 100% of your rental fee. If we are able to rent the property for the time period you cancelled, you will receive an amount back equal to the amount we were able to rent the property.

Check-In, Check-Out, and Late Arrivals

Check-In begins at 3 pm and Check-Out is 10 am unless you make other arrangement with NLP. Feel free to contact us about any special needs or times. We'll work with you to the best of ability but remember there are probably other guests coming in after you depart. If you arrive prior to 3 pm, we ask for your patience. Our cleaning staff wants to provide you with a thoroughly cleaned and prepared home for your carefree vacation at Norris Lake.

Keys to the Vacation Home

Most of our homes are equipped with a coded entry system. If you have problems getting into your vacation home, contact the guest coordinator. Codes should be e-mailed to the renter 2-4 weeks prior to arrival. If within 2 weeks and you have not received the code to the house, please contact Jon at 937-238-6843.

Housekeeping & Linen Supplies

All of our homes provide bed linens (sheets, pillow cases & bedspread/comforter) as well as towels and washcloths. You must bring your own personal beach 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 during your stay.

Daily maid service is **not provided** and guests are expected to launder your own linens as needed during your stay. It is not necessary to launder bed linens or towels before departure.

Noise Ordinance

Be respectful of your neighbors! All outdoor noise after 11:00 PM should be kept to a minimal decibel or stopped completely. Remember sound travels on water and we ask that you be courteous of your neighbors. 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.



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Parking

You are responsible for making sure all of your guests follow the parking guidelines. If you have more cars that can park in front of your home, please use the overflow parking area, designated on the development map. Please do not block the road or park in front of a neighboring home. If you have 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 can clog the septic system.

Trash Removal

Place your bagged tied trash in the trashcans outside of 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 trash bags sitting outside the trash containers**. Full & tied trash bags will be picked up periodically throughout the week. Loose trash in containers or trash around the house may result in extra cleaning fees.

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. 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 and locked while not in use.

Pet Policy

Pets are not allowed in some of our homes. Pets found in or on the premises **without the pet being part of the contract** is reason for immediate eviction and caused forfeiture of the security deposit and the rental fee for the remainder of the trip.

No Smoking Policy

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

Telephone & Internet Service—Electricity—Satellite TV

Most of our homes have telephone service and some have internet. Any interruption of electric or satellite service caused by weather or other reasons unforeseen by NLP, does not constitute grounds for a refund.



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Gas Grills & Outdoor Fireplaces

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 or the grease pan fills up, please contact the guest coordinator.

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

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 immediately to the guest coordinator. Be certain to leave your name and description of the problem so we may expedite corrective service. Please take reasonable action to secure the problem as not to incur unnecessary damage. In the event maintenance must be performed, we will do our best to do so without inconvenience to you.

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.