

Rental Policies

Al Elam Property Management Co., LLC

dba Your Lake Vacation

Important! Please read carefully.

Welcome to Your Lake Vacation! We are happy to assist you with your vacation planning and hope that your arrival and stay will be smooth and memorable.

Please take a few minutes to review the following rules and regulations about our rental program.

Reservations

Reservations can be made seven days a week between Memorial Day and Labor Day and Monday through Friday between Labor Day and Memorial Day. Our regular office hours are 8:30 a.m. until 5:00 p.m. CST. You can call us at 573-365-3367, request a reservation via e-mail at rentals@yourlakevacation.com or you can book on-line 24/7. Each property has a maximum occupancy. Due to fire codes the number of guests cannot exceed the maximum occupancy. Violation of this policy will result in eviction and possible cancellation of your reservation without a refund. No property will be rented to any vacationing students or young adults under the age of 25 unaccompanied by a responsible adult (parent or guardian) who will be at the property for the entire stay. We reserve the right to refuse bachelor, bachelorette or other similar types of groups. Please note that due to zoning regulations within the city of Osage Beach that reservations to groups of unrelated adults are prohibited in home/residential areas. Reservations made under false pretenses will be subject to cancellation or eviction with no refund given.

Reservations require a 50% Deposit due at the time you make your reservation or within 10 days of the date the reservation is made if you are sending a check. If we do not receive your payment within 10 days, the reservation will be cancelled. We will confirm your reservation with a lease agreement to be signed and returned to Your Lake Vacation (We now use digital contracts via DocuSign)

The balance is due 30 days prior to your arrival. The credit card we have on file will be automatically charged at this time unless other arrangements have been made. Payment may be made by check, Cashier's Check, Visa, MasterCard or Discover. Sorry, we do not accept American Express. If you make your reservation within 30 days of your arrival the entire amount is due at the time of reservation. Reservations made within 30 days of your arrival must be paid by credit card (Visa, MasterCard or Discover).

Damage Protection Plan

We offer a **Damage Protection Plan** at a minimal cost. The Damage Protection Plan will cover up to \$3,000 in accidental damages during your stay. This plan protects both you and the property owner in the event of accidental damage. To be covered by the plan any damage must be reported prior to departure or you will be charged upon discovery. Intentional or negligent damage will be charged to your credit card. Extra cleaning of stained linens/towels, carpet cleaning and spills are not considered damage and will be charged accordingly. All guests must have a valid credit card on file with the management office. If you choose to decline the Damage Protection Plan you will be charged a \$1000.00 Damage Deposit payable no later than 30 days prior to your arrival. Your deposit will be refunded within 15 business days provided there is no damage to the unit.

Cancellation Policy

If you need to cancel your reservation more than 60 days prior to your arrival, you would receive a full refund less an administrative fee*. If you cancel between 60 and 31 days you would lose your deposit or half of your rental if you had paid in full. If you cancel within 30 days or less you would lose any money already paid in. When you make your reservation your chosen property is reserved and taken out of our inventory. The closer it gets to your arrival time the more difficult it is to re-rent your property if a cancellation is made. **Travel Insurance**, we realize that on occasion our guests need to cancel for legitimate reasons like an illness, injury or family emergency. We now provide travel insurance so that you can protect your investment. If you purchase the travel insurance and must cancel for a covered reason, you would receive a full refund of any money that you had paid in, less the cost of the insurance. The cost is equal to 6.5% of your rental fee. We will be happy to send you more information about this policy. You can view the policy and get more information on line at www.vacationrentalinsurance.com. Please note that once you have paid any money toward your reservation our cancellation policy goes into effect. *Administrative fee equals either a minimum of \$50.00 or up to 3% of any money already paid plus \$50.00.

Check-in

Check-in is 3:00 p.m. on your arrival date. All of our properties have keyless entry. The day of your arrival you will be contacted and given your four digit access code. There is no need to visit our office. You will be able to proceed directly to your rental property. We provide directions at the time you make your reservation. They are on the second page of your e-mail confirmaiton. If you need assistance finding your property please contact our office and we will be glad to assist you.

Check-out

Check-out is 10 a.m. on your departure date. To avoid any extra charges please ensure that any damage is reported to our office prior to check-out, that all doors and windows are locked & secure, that the A/C is set on Auto at 80 degrees (summer) or Heat at 55 degrees (winter), that all trash has been removed and placed in the proper containers and that all used towels have been placed in the bath tubs. If you fail to remove the trash from the property you will be charged accordingly. The property should be left fairly clean and in the condition that you found it upon arrival. Should you not leave the unit by your departure time; a late departure fee of \$100.00 per hour will be charged to your account.

Departure Cleaning Fee

A departure cleaning fee is charged on all rentals. The fee varies depending on the size of the property & number of beds/baths. No daily maid service is provided under the terms of the lease agreement. Your property should be left in a responsible and tidy fashion. If the property is excessively dirty or if trash is left

in the unit, you will be charged an additional departure cleaning fee of \$25 per hour and \$25 per bag of trash. If you require maid service during your stay please make arrangements prior to your arrival and we will be glad to accommodate you for an additional fee.

Properties

All properties are privately owned. We ask that you respect the rental property and the other properties or units around you. You must abide by all rules and regulations as outlined in your lease agreement as well as those of any home owner associations or condominium complex rules and regulations. Fireworks, firearms (exceptions are made for trap shooters and vacationing law enforcement officials) and kegs are strictly prohibited at all of our properties. Failure to abide by the rules and regulations can result in fines, charges and eviction. Each individual properties rules and regulations are posted on the refrigerator or can be found in the unit information book.

Standard Unit Equipment

All units are equipped for basic housekeeping, which includes furniture, coffee pot and toaster, cooking utensils, dinnerware, towels and linens. The owners provide the towels and linens so we ask that you please account for them prior to your departure. Adjustments for missing or stained towels or linens will be charged to your account. You are encouraged to bring your own beach towels, personal items or additional linens if required. We also provide a starter supply of bathroom tissue, soaps, laundry detergent, dishwasher tabs, dish soap, paper towels, facial tissue and trash bags. Please plan on bringing or purchasing additional supplies for extended stays. All homes and condos are equipped with central heat and air conditioning, t.v. and cable or satellite. Most properties have a washer & dryer, dishwasher, DVD player and a gas or electric grill.

Absolutely No Smoking

All properties are non-smoking. While smoking is allowed outside and on the decks please ensure that all doors and windows are closed so that smoke does not enter the interior of the home or condo. Upon departure if evidence of smoking is discovered you will be fined and will also be charged a fee to ionize the unit and remove the smoke smell. If any burn marks are found you will be fined and charged for repairs to furniture or carpet. Damage from smoking is not covered under our Damage Protection Plan.

Pet Policy

We do have a few pet friendly homes with prior approval on a case by case basis.

- The nightly pet fee is \$25.00 per pet, per night
- Maximum of two pets allowed and they must each be less than 25 pounds
- Pets must be kept in their crate at night and when left at property in owners absence
- Must pick up after pets outside
- Do not tie pets to docks, decks, walkways, etc.
- If there is extra cleaning due to pet hair, etc. you will be charged accordingly
- In addition, if there is damage resulting from a pet you will be charged for repairs

Our condos have a strict no pet policy. Upon departure if evidence of a pet is discovered in any of our properties without booking them, you will be charged a \$200.00 fee. This fee will cover the extra clean-up associated with having a pet in the unit. If there is damage resulting from a pet you will be charged for the repairs or replacement in addition to the \$200.00 fee mentioned above.

Our area also features a few pet boarding facilities. If this is something that you would be interested in please let us know and we will be glad to assist you.

Telephones

Our properties do not have land line phones. Cell service is generally good throughout the entire Lake Area. Due to the hilly terrain there are some spots where cell service is poor or intermittent.

Internet

Most of our homes and condos are equipped with internet access including high speed cable and wifi. If this is important to your stay please ensure you reserve a property that has the services you desire.

Television

All of our homes and condos are equipped with a minimum of basic cable or satellite service. Each property is equipped by the individual owner. Some properties have service in every room while others have service in the living room and master bedroom and others only in the living room.

Maintenance

We make every effort to keep our condos and homes well maintained. Please check your property upon arrival and if anything is in need of repair, please call our office immediately so that we make the proper repairs. This will also help you to avoid any charges to your account.

Please remember that we are not a resort or hotel and do not offer a 24-hour maintenance staff. However, should the property have a mechanical failure, we will make every effort to rectify the situation as quickly as possible.

Due to unforeseen circumstances, we cannot be held responsible for any mechanical failure of the appliances or air conditioning prior to or during your stay. If such occurs, upon notification we will contact the appropriate service person immediately to schedule the repairs. You will then have the following options:

1. Stay at the property and await maintenance.
2. Move to another comparable property, depending on availability. If there are no comparable properties available you will receive a full refund of any remaining unused nights.

Locked Closets

Many of our owners maintain a locked closet or storage room in their home or condo for personal items. Please respect these locked closets and storage rooms. They are not included in your rental.

Items Left Behind

Your Lake Vacation will not responsible for personal items left behind. If you contact us and we have located the item, we will be happy to return your item(s) to you at your expense. The item(s) will be mailed through the USPS, shipped UPS or other ground service. Items not claimed after 30 days will be discarded or donated to a local charity.

Parking

Parking is limited at each property. Parking Permits/Passes will be included in the Check-in Package and must be displayed in your vehicle. Condominium guests must follow all rules and regulations set forth by the Complex in which they are staying. If you are bringing more than a couple of vehicles please be sure to inquire about the parking conditions at your rental property prior to your arrival.