

## Guidelines and House Rules

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.

Regardless of a property's size, occupancy is limited to the maximum number specified for that property.

**HOUSE PARTIES ARE EXPRESSLY PROHIBITED!**

Our properties are available year around 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. Total charge for a reservation includes a processing fee, sales tax, a cleaning fee, and a damage deposit. Cleaning fee varies by property. 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 have been returned. Guests are responsible for the conduct and any damage done by members of their party.

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.**

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.

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.

All occupants of "No Smoking" properties must observe this restriction or forfeit the full damage fee.

Pets are only allowed on those properties which specify it is a "Pets Allowed" property. We require an additional non-refundable pet fee, which must be arranged in advance. Any indication of a pet in a no pets unit, or any undisclosed pet, will result in automatic forfeiture of the full damage fee and may be subject to additional charges. The cleaning fees charged are for the maid service we provide to clean your unit upon check-out. 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.**

**\*Please note that any keys and linens which are checked out by guests must be returned to our office by 11:00 a.m. the day of departure. Any keys and linens which are not returned by the guest will be subject to an additional fee that may be forfeited from any money due to the guest.**