



Clarke House Athens - House Rules

Check-in: After 3:00 PM
Check-out: 11:00 AM
Self-check-in with smart lock
No smoking
No parties or events
No pets

Additional rules

Please read each of the rules carefully to avoid any danger and/or deductions from your security deposit upon check-out. **RESERVATION:** Person Booking Reservation (Renter) is at least Twenty-Five (25) or older & will provide us with their ID and requested contact information. Adults cannot rent this property on behalf of underage guests. No 3rd party bookings are allowed. Name of the primary guest on the reservation, and a picture ID will be required along with the acknowledged rental agreement. **NO EVENTS, GROUP GATHERINGS, OR PARTIES ARE ALLOWED AT ANY TEN ELEVEN PROPERTY GROUP PROPERTIES UNDER ANY CIRCUMSTANCES UNLESS PRE-APPROVED. PERMITTED USE:** This reservation is for use as a vacation rental only. **NO EVENTS AND PARTIES:** Unless registered with and pre-approved by Ten Eleven Property Group, no events, group gatherings, or parties are permitted. Upon discovering an event, group gathering, or party, Eleven Property Group personnel or Security shall have the right to enter and remove all persons from the Property, including you and your registered guests. In this event, you will forfeit all monies, including security deposits. Only those guests listed on the attached list to this rental agreement may occupy the property during the reservation periods. **NO FILMING AND PHOTOGRAPHY:** Unless registered with and pre-approved by Ten Eleven Property Group, guests shall not use the property for any commercial purpose. **CHECK-IN/CHECK-OUT:** **CHECK-IN TIME:** is at or after 3 P.M. EST on start day of reservation **CHECK OUT TIME:** is at or before 11 A.M. EST at end day of reservation. Please review & follow the Checkout Checklist prior to your departure (*in a frame next to the front door*). Please note that requests for late checkout must be received no later than 10:00 AM local time on the day prior to your departure. Early check-in and late checkout are based on availability and require approval and may be subject to an additional fee of up to \$60.00 depending on the number of additional hours requested. Please feel free to contact us if you are interested in arranging. **OCCUPANCY:** Guests are responsible for ensuring that any visitors comply with these House Rules. Children are counted in total occupancy. Any additional overnight guests must be approved and are subject to additional fees. Suppose you exceed the maximum occupancy number on this property. In that case, you will be charged a \$100 penalty per person for every person over-occupancy, and Ten Eleven Property Group reserves the right to deny access or to require all guests to vacate the premises. **QUIET HOURS:** Please respect our neighbors and abide by our quiet hours, enforced from 11 pm – 7 am. Please no loud talking or yelling or music past 11pm in the Front Yard/Porch or in the Backyard during the city's mandated quiet hours. Noise must be kept strictly under 60 dBA during the day. Anyone found to be violating noise ordinances will be subject to an initial \$500 fine followed by a possible eviction in egregious circumstances. Guests will not be given any refund for issues related to noise ordinance violations. **PROPERTY INSPECTION:** An inspection of the vacation rental property will take place before your arrival. If there are any concerns with the property, please notify Ten Eleven Property Group immediately to ensure that such issues may be remedied promptly. Upon any violation of Ten Eleven Property Group rules or noise/neighbor complaints, we reserve the right to enter the Property to inspect at any time during your stay. **NO REPLACEMENT PROPERTY GUARANTEE:** While every reasonable attempt will be made to accommodate you if the vacation rental property selected by you does not meet your approval, Ten Eleven Property Group cannot guarantee that another vacation property will be made available to move you once you have reserved a specific vacation rental property. **NO HOLDOVER POLICY:** You are not permitted to stay beyond your reservation dates without Ten Eleven Property Group approval. Suppose you remain on the vacation rental property beyond the time



and date of check-out. In that case, you agree and consent to be removed and locked out of the vacation rental property by Ten Eleven Property Group, its representatives, and law enforcement. You further consent to permit Ten Eleven Property Group to remove your personal belongings to a location of the Manager's choice, where you may retrieve them. **HOST CANCELLATION POLICY:** If for any reason the accommodation you booked is unavailable, including, but not limited to, issues related to safety, utilities, maintenance, guest overstays, weather or inaccessibility, accidental double booking on multiple platforms, or other reasons, Ten Eleven Property Group may allow Guest to cancel and receive a full refund, or Ten Eleven Property Group may cancel the reservation and provide a full refund of all payments made by you. **CHANGE IN GUEST CIRCUMSTANCE:** If, after the booking is completed, and correspondence or discussions with the guest disclose a change in circumstances involving the reservation of this property, Ten Eleven Property Group has the right to refuse a reservation to the guest if the reservation is not conducive to the welfare of the property. Such circumstances include but are not limited to an event or party planned during the guest's occupancy of the property, violations of the occupancy limits, rules regarding pets, age limitations, or the purpose of the rental. **NO PETS:** Pets or any animals are NOT permitted in the house or on the property, unless approved prior to your reservation by Ten Eleven Property Group. If it is detected that you or a guest of yours has brought an unapproved pet or animal to the premises, whether inside or outside, this may result in immediate reservation cancellation without refund as well as a \$100 per day charge with a minimum of \$500. Damage and/or extra cleaning charges attributable to such pets may also apply. **CLEANING:** All trash must be taken out and placed in trash bins, and all dishes must be placed in the dishwasher upon check out. Please treat this home like you would your own and deliver it in the same condition as you found it. Any trash over the allotted number of garbage cans will incur a charge of \$150. **FLUSHING:** DO NOT FLUSH anything other than toilet paper. No feminine products, paper towels, flushable or other wipes, etc. should be flushed at any time. If it is discovered that these or other products have clogged the house or city sewer system, guests will be responsible for the full charges to remedy up to \$4,500 for any discovered damage. **UTILITIES:** The cost of your booking includes utilities assuming a normal usage; excessive usage will be charged separately and paid for by the Guest. **APPLIANCES:** Tenants may only use devices for their intended use. **PARKING:** There is only one parking spot in the driveway in front of the home. The right side of the driveway is the neighbor's property. Street parking is available but not where the curb is painted yellow. Street parking is often available near the home. Be mindful of local street parking restrictions. Before your stay, please review all parking details, including overnight parking rules and the maximum number of cars permitted. Be aware of local street parking restrictions. Violations may lead to fines. **OTHER VIOLATIONS:** Possible violations include, but are not limited to, limiting sound amplification outdoors, over occupying parking areas, over occupying the rental property, and failing to follow your agreement with the Management Company. **MAIL:** Guests may not have packages or mail correspondence sent to the property. We do not always have full access to the mailbox and would not want you to lose your mail. **PERSONAL PROPERTY:** You are responsible for keeping your valuables safe at all times. By checking into the property, you waive, discharge, and agree to hold harmless Ten Eleven Property Group and the actual property owner from all damages or injuries arising from or related to your stay at the managed property, including but not limited to any accidents or injury to yourself, your guests and associates, and loss of money, jewelry or valuables of any kind. **CONTENTS OF HOME:** If you damage the home or the contents, or remove items, you may be charged. Please report any damages immediately. Please leave all products in the home including but not limited to: soaps, detergents, sprays, games, DVDs, towels, blankets, pillows, bedding, kitchen items, spices, cleaning supplies, bags, furnishings, art, lamps, decorative objects, etc. *Exceptions to this are Books (If you start a book during your stay, feel free to take it with you) and the Snacks & the Coffee Gift in the Welcome Basket.* **SMOKING:** This is a NON-SMOKING house. No exceptions. Ever. Smoking of cigarettes, cigars, vaping devices & other items that smoke is inhaled and emitted is considered smoking under this agreement. There is also no smoking permitted on the property within 15 feet of the doors (both front and back doors). Evidence of any type of smoking in or on the premises (smell or other evidence) is sufficient basis to charge the Renter for smoke clean-up of AC ducts, filters and furniture. Violation of the no-smoking policy will result in forfeiture of the entire security deposit and damage liability of up to \$2,500 for any discovered damage to furniture or any odors. **SAFETY:** No unlawful use of the property, No weapons, violent behavior,



fireworks, flammable substances, hazardous materials, or illegal substances permitted in or around the property. Guests violating any of the safety rules shall be liable for any corresponding property damage and subject to a \$500 fine and immediate eviction from the Property without refund. Any illicit or illegal activity occurring at the property will result in immediate reservation cancellation without refund and notification to the authorities. WIFI EQUIPMENT/SURVEILLANCE: Property may be monitored by noise monitoring devices, periodic patrols, security, and 24-hour video electronic surveillance on the house's exterior for guest security and to ensure that the house rules are respected. There is no electronic video surveillance monitoring on the house's interior. Please do not tamper with any of our surveillance, safety equipment or interior WIFI equipment. Additionally, there are other devices & systems that utilize WIFI. Do not disconnect, unplug, tamper with, cover or disturb any of such equipment. If any of the equipment is found to not be working due to actions of anyone in your party, you will be in violation of the rules. MAINTENANCE/REPAIRS: We cannot guarantee against mechanical failure of heating, air conditioning, appliances, TVs: Please report any inoperative equipment to our office promptly. Ten Eleven Property Group will make every reasonable effort to quickly and efficiently repair. A maintenance service professional will be dispatched if you demonstrate that the problem persists after being given phone instructions by a Ten Eleven Property Group property associate. NO REFUNDS OR RENT REDUCTIONS WILL BE MADE DUE TO MECHANICAL FAILURES OR MALFUNCTIONS, INTERRUPTIONS OF UTILITIES, MAINTENANCE PROBLEMS, OR CONSTRUCTION IN THE AREA. WHILE TEN ELEVEN PROPERTY GROUP WILL MAKE EVERY EFFORT TO REPAIR ANY MAINTENANCE ISSUE PROMPTLY, IT CANNOT GUARANTEE THAT THE ISSUE WILL BE FIXED DURING A GUEST STAY, AS THE COMPANY MAY HAVE TO GO THROUGH HOME WARRANTIES. Ten Eleven Property Group will always look for alternative solutions to ensure and prioritize guest comfort. Other Violations include, but are not limited to, limiting sound amplification outdoors, over occupying parking areas, over occupying the rental property and failing to follow these rules with Ten Eleven Property Group. SECURITY DEPOSIT/ADDITIONAL COSTS: If applicable to your reservation, the security deposit will be used at the sole discretion of Ten Eleven Property Group to pay for the restoration of the property to its original move-in conditions (outside of other normal wear and tear). All stays of 30+ days require a security deposit. Additional costs include but are not limited to: cleaning beyond normal wear and tear, removing excessive garbage, repairing or replacing any part of the premises, its contents, common areas, and recreational facilities for damage caused after your move-in. If a said deposit is insufficient, you agree to allow Ten Eleven Property Group to charge your credit card on file to pay the additional costs, or we may send you an invoice payable in full upon receipt. If all terms and conditions of the agreement are fulfilled, the deposit will be returned in full within 21 business days after guest departure. LOST & FOUND: Please note that all shipping is at the traveler's expense. There is a minimum \$25 shipping cost. We are not liable for any lost items. Our team will do our best to locate your lost items after check-out. Ten Eleven Property Group reserves the right to ask the tenant to vacate the premises with no refund should any of these rules be violated and unresolved. No refund of monies will be issued due to the house rules, noise ordinances, or occupancy limits. Guests agree to follow any House Rules provided to them by Ten Eleven Property Group and any City or county ordinances in the area where the property is located. Any legal matters arising out of this agreement shall be adjudicated in the city you are renting. ALL GUESTS acknowledge and agree to follow all house rules, neighborhood rules, and city laws and ordinances.