

## Hilltop Farmhouse Policies

Welcome to Hilltop Farmhouse, managed by CENTURY 21 Perry Real Estate (C21PRE), and thank you for being our guest! Our goal is to provide a clean, safe and enjoyable environment to stay in while keeping our pricing affordable. We realize that you have choices when it comes to vacation rental properties, and we want to make your stay with us a memorable experience so that you will stay with us again and recommend us to your friends and family.

By signing our rental agreement, you agree to abide by our rental policies. We ask that you read these policies to make your stay more enjoyable.

PLEASE REMOVE YOUR SHOES UPON ENTERING. Keeping your rental tidy during your stay will be your responsibility. You will also be responsible for leaving the rental in good condition when you leave. The indoor wood stove is not for use. There will be a fee if the stove shows signs of use. Remember, this is a privately owned property. Please treat the rental as you would want guests to treat your home. Relax and enjoy your stay!

### CHECK IN

Check in after 3:00PM, Check out before 11:00AM.

You will receive instructions for door codes prior to your arrival, and this is a self-check in process. There is no need to contact the C21PRE office to check in. Early check in or late check out are never guaranteed and NOT allowed during PEAK or HOLIDAY seasons. If you remain past the posted check out time, a late fee may be incurred.

### CHECK OUT

**There is no need to call the C21PRE office to check out.** Housekeeping will be at the rental shortly after your scheduled check out to inventory and clean the rental.

Checking out after 11:00 AM may be subject to additional charges.

Please leave the rental tidy. Only basic cleaning should be required by our staff.

Check out instructions for the rental:

**Turn Things Off:** Please make sure all lights in the rental have been turned off prior to departure.

**Trash:** Make sure all trash and leftover food is disposed of, and please make sure trash is placed in the trash bin provided.

**Gather Towels:** Towels should be placed on the floor by the washing machine.

**Additional Requests** All dishes will need to be washed. Please load and start the dishwasher before you depart. Leave any used beds unmade and place dirty sheets in the laundry room. Set AC to 75 in the summer and heat to 65 in the winter.

Discard any items left in the refrigerator.

Please make sure the outdoor grills are cleaned prior to departure.

All furniture must be returned to its original location.

All windows and doors need to be locked upon departure.

Failure to comply with the cleaning requests will result in additional charges. This includes trash left inside the rental, trash on the deck, trash in the fire pits, unwashed dishes, moving furniture, pet feces/excessive pet hair, vomit, etc. **Any damages caused by guests may incur additional charges.**

## **DON'T FORGET!**

- Firearms (they will be turned over to the Polk County Sheriff's Department)
- Phone chargers/camera chargers
- Fishing equipment
- DVDs/PlayStations/Games you brought from home
- Extra shoes
- Eyeglasses
- Pillows/bedding you brought with you
- Beach towels
- Jewelry
- Makeup Bag/Shaving Bag, etc.

Please don't forget to check and double check under the beds, in drawers, in any closets or vanities for any belongings you may have forgotten in and around the rental.

**A minimum of \$25 service charge plus postage to mail items forgotten at the rental will be mailed at C21PRE convenience.** During peak seasons, this may take 30 days! Your patience is appreciated. We will NOT mail firearms.

**Please make sure you don't accidentally pack any of the rental's belongings. Our rentals are privately owned by individuals who take pride in their properties and hand decorate them for your enjoyment. Items discovered missing upon departure will be billed to you as the guest.**

## **DO NOT REMOVE**

- Rentals linens/pillows, etc.
- Rentals DVDs/Games
- Rentals dishes and utensils
- Batteries from remote controls (at any time). Universal remotes must be reprogrammed if batteries are removed, resulting in a \$25 service fee.

## **QUIET HOURS**

**Quiet hours are between 10:00pm to 7:00am.** Renters are to avoid playing excessively loud music outdoors at any time during your stay. During the quiet hours loud noises such as shouting, screaming, or playing loud music outside are prohibited. Refrain from playing music with inappropriate language. Excessive noise outside during quiet hours may cause immediate eviction from property without a refund.

## **OCCUPANCY**

Rates are for up to the Maximum Occupancy listed on our booking channel. Exceeding this occupancy above the guests noted during the booking process will result in an **additional charge of \$25 per guest per night**, regardless of age. Overcrowding is not allowed. Exceeding Maximum Occupancy is overcrowding and results in a **\$100 per night charge**.

## **BASIC RENTAL RULES**

- NO large RVs, Motorhomes or tents.
- NO house parties are allowed. All guests must be registered and occupancy must not exceed the Maximum Occupancy of the rentals.
- NO silly string, glitter or confetti inside the rental. This may result in an additional cleaning fee.
- NO shooting of any type of firearm is allowed on the property.
- NO water balloons or paintball guns/paintballs.
- NO fireworks at ANY TIME. If you are caught using fireworks around your rental, you will be asked to vacate the premises with NO REFUND issued.
- NO bounce houses, water slides, swimming pools or other outdoor leisure activities that require electricity and/or water.
- **DO NOT cut down or damage ANY tree, regardless of its size.** Minimum \$500 fee for tree damage.
- DO NOT tamper with any of the electronic devices, such as the television, receivers, alarm, ring camera, or other equipment in the rental. Fines will be strictly enforced to cover the cost of any tampering of equipment. Do not remove any cables from the rental.
- DO NOT access the outbuildings or well house located on the property. DO NOT tamper with the locks on these buildings.
- DO NOT remove lids or allow children to play on the concrete cisterns that hold water for the property.

## **PET POLICY**

No pets are allowed unless approved prior to booking. Pet fee is a one-time charge of \$100 per stay. Guests are responsible for any damage or excessive cleaning needed due to the pet which will result in additional charges.

## **SMOKING**

There is no smoking allowed INSIDE the rental. This includes vaping or marijuana. Please do not leave cigarette butts on the ground. **Smoking in a rental will incur a minimum \$500 cleaning fee** plus any cost associated with accommodating future guest stays in the rental due to smoke smell. Smoking in the rental can cause immediate eviction from the property without a refund of reservation fees paid. We enforce this policy strictly.

## **GRILLS**

The rental has a gas grill. Please use caution when grilling at the rental. The grills we provide will get very hot especially when the cover is left closed. **DO NOT LEAVE GRILLS UNATTENDED WHEN GRILLING.** This may cause your food to burn. We clean each grill after every guest but there may be grease in the bottom of the grill. If the grill is left on and unattended this grease may flame and cause burning of food. **Using charcoal or firewood in the gas grill will ruin the gas grill,** and the guest on the reservation will be responsible for the cost to replace the grill.

## **FIRE PIT**

The rental has its own fire pit area. DO NOT throw cans or trash in the fire pit. DO NOT disassemble or move the fire pit. Do not put any non-combustible items in the fire pit.

## **OUTDOOR PROPERTY**

Hilltop Farmhouse is situated in a partially fenced area. We ask that guests refrain from hiking the entire property, as there are sections that are steep and hazardous. Guests should limit exploration to the immediate area surrounding the rental and stay within 50 yards of the maintained area of property, apart from the driveway leading to the property. The property has functioning ground concrete cisterns. They hold water for the well. Please do not remove the lids or tamper with them.

## **SECURITY CAMERAS**

There is one exterior security camera located on the property. The camera is to help keep guests secure from property theft and is only surveilling the parking area. There are **no** interior cameras on the property.

## **WI-FI INTERNET CELL SERVICE**

Your rental offers free Starlink Wifi. Please understand that we are in a rural area and internet service can sometimes be unstable. Many times, if there is bad weather or if the service provider is having issues, the service may go down. The performance of the Wifi is out of our control, and no refunds will be given due to the instability of the network. No refunds will be given for outages, content, lack of content, speed, access problems, etc.

**Internet is provided by Starlink:**

**Username: mena162**

**Password: mena162!**

## **LOCKED CLOSETS**

You may notice there are locked supply closets and drawers in the rental. These locked closets are for the owner's private use. Please be respectful of the owner's privacy and do not break into locked closets. Additional fees will be applied if the locks are tampered with or the closets are opened.

## **AMENITIES**

The rentals managed by C21PRE are privately owned, and the amenities are provided by the owner of the rental. Sometimes, things get broken or changed without our knowledge. The amenities list is subject to change anytime at the discretion of the rental owner. We make every effort to keep the amenities list up to date. Picture accuracy is subject to change as amenities may be added or removed after pictures were taken. Please check the amenities list or call the C21PRE office number to verify current amenities.

## **WILDLIFE AND OTHER “CRITTERS”**

Some of our guests have never vacationed in the woods, so we thought we would share some insights about the critters you may encounter during your stay.

You may see rabbits, raccoons, possums, squirrels, deer, bears, snakes, etc. Raccoons may come onto the decks at night, **so please be sure to keep your trash can lids secured. Please do not engage with any of the wildlife, and do not shoot the deer or any critters you encounter.** For your protection, take caution against poison ivy, poison oak and poisonous snakes, such as copperheads and rattlesnakes. Repellant for poison ivy and bug repellant are suggested. Chiggers are a potential nuisance in the woods, so it's a good idea to stay away from tall grass in the warmer months.

Due to constant weather fluctuations, we typically experience insects at different times of the year, and some will be around the rental since we are in the wilderness. However, rapid changes in temperature from cold/cool back to hot/humid may cause them to occasionally swarm around the rentals. If doors and windows are left open, they will find their way inside! In the hottest part of the year, ants may come inside looking for water in kitchens and bathrooms. Also, you might hear insects (and frogs) making their typical sounds during the night. Our rentals are set up on an extermination program through a professional pest control service and are checked regularly.

When nights begin to cool, wasps try to find a warm place to stay. This may occur in the fall and continue until the weather gets warm again in the spring. You may see them beginning in the late afternoon as the sun goes down. **It does not mean there is a nest!** Wasps go dormant when the rental temperature is cooler. PLEASE do not spray windows with wasp spray. Wasps are a pesky part of nature, and if you see a nest, let us know and we will take care of it. If you do not see a nest, please know they are searching for a warm place to stay until warmer weather – we have no control over them!

Due to the natural habitation of the forest, **no refunds or compensation will be given for any problems resulting from pests inside or outside the rental.** Do not feed animals you may see around the rental nor permit them to enter the rental. Do not allow children to play with, pet or feed stray animals. We are not responsible for any wildlife or animal encounters of any kind or for medical bills resulting from injuries resulting from encounters with wildlife or stray animals

We just like to ensure our guests understand that this is the great outdoors, so nature is to be expected. We hope you enjoy your stay and that the insects don't BUG you too much!

## **WEATHER AND ENVIRONMENTAL CONDITIONS**

We are not able to give refunds due to inclement weather and/or early departure. We will rebook a reservation if National Weather Service or State Weather Services issues advisories about all road closures that do not allow you to travel between your point of departure and our properties. Prescribed or controlled burns may be conducted in the area by the US Forest Service. C21PRE is not able to provide refunds or cancellations due to environmental conditions from prescribed or controlled burns. Guests are encouraged to purchase travel insurance.

## **USE OF RENTAL PROPERTY**

The rental is for your enjoyment and relaxation as well as an investment for each rental owner. Any violation of these policies will result in eviction and or a fee. The fee is determined by the damage done to said property.

## **LIABILITY**

All outdoor activities involve certain inherent risk of injury up to and including death. Every effort will be made to secure and make safe all facilities under our management. It is expressly understood and agreed that neither the owner, nor the management company of said premises, shall be liable for any damages or injuries to guest, guest's guests or their families, or to any of owner's property from whatever cause arising from the occupancy or use of the premises. Neither rental owners, nor C21PRE, shall be held liable or responsible for any violation of these terms.