

Mena Mountain View Retreat Policies

Welcome to Mena Mountain View Retreat, 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 property policies. We ask that you read these policies to make your stay more enjoyable.

Keeping your property tidy during your stay will be your responsibility. You will also be responsible for leaving the property in good condition when you leave. Remember, this is a privately owned property. Please treat the property as you would want guests to treat your home. Relax and enjoy your stay!

CHECK IN

Check in after 4:00PM, 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 property shortly after your scheduled check out to inventory and clean.

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

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

Check out instructions for the property:

Turn Things Off: Please make sure all lights in the property 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 inside the washing machine.

Additional Requests Please load the dishwasher and start prior to leaving. Leave any used beds unmade and place dirty sheets near the washing machine.

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 grill is cleaned prior to departure.

All furniture (indoor and outdoor) must be returned to its original location.

All windows and doors need to be locked upon departure. Leave keys inside the lockbox on the front door.

Failure to comply with the cleaning requests will result in additional charges. This includes: trash left inside the property, trash on the deck, 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 property.

A minimum of \$25 service charge plus postage to mail items forgotten at the property 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 property's belongings. Our properties 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

- Property linens/pillows, etc.
- Property DVDs/Games
- Property 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. Guests 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 PROPERTY RULES

- NO alcohol is allowed in or around the property.
- NO swimming or boating in the pond. It is for catch and release fishing only.
- 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 properties.
- NO silly string, glitter or confetti inside the property. This may result in an additional cleaning fee.
- DO NOT use cleaning fluids on the wood floors – water ONLY can be used to clean spills.
- 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 property, 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, etc. equipment in the properties. Fines will be strictly enforced to cover the cost of any tampering of equipment. Do not remove any cables from the property.

PET POLICY

The property allows for TWO OUTDOOR ONLY pets with a one time charge of \$100 per pet per stay. Guest is responsible for any damage or excessive cleaning needed due to the pet which will result in additional charges. No pets are allowed INSIDE the residence.

SMOKING

There is no smoking allowed at the property. This includes vaping or marijuana. **Smoking in a property will incur a minimum \$500 cleaning fee** plus any cost associated with accommodating future guest stays in the property due to smoke smell. Smoking in the property can cause immediate eviction from the property without a refund of reservation fees paid. We enforce this policy strictly.

POND RULES AND CAUTIONS

The pond at the property is one of the most attractive features of Mena Mountain View Retreat. However, it is important to know that there are specific rules for use and enjoyment of the pond. The pond is an open body of water and guests may enjoy it at their own risk, provided the following rules are adhered to:

- NO swimming, diving or any other activities that can be considered dangerous in the pond.
- NO boats or other floating devices are allowed in the pond.
- Constant adult supervision of children and non-swimmers is required around the pond.
- NO pets are allowed in the pond and surrounded area in order to prevent accidents and property damage.

Guests are allowed to fish the pond, however, we insist guests abide by our **catch and release ONLY policy**, regarding the fish.

As stated in your rental agreement, the property offers access to a pond, and guests fully understand and acknowledge that outdoor recreational and water activities have inherent risks, dangers and hazards. Guests agree to fully indemnify and hold harmless the owner and C21PRE for any injury or damage caused by these activities. Guest hereby assumes all risks and dangers and all responsibility for any losses and/or damages, whether caused in whole or in part by the negligence or other conduct of the owners or by any other person. Guest hereby voluntarily agrees to release, waive, discharge, hold harmless, defend and indemnify Owner and any and all agents, employees, or contractors from any and all claims, actions or losses for bodily injury, property damage, wrongful death, loss of services or otherwise which may arise out of use of the pond at this property. Guest further assumes full responsibility for the actions of any and all persons whom he may allow to enter the property during the rental period and indemnifies Owner from any and all claims arising from such other persons.

DECK

Please be mindful if you have small children or pets; they need to be supervised on the deck, as they can squeeze between the deck railings.

GRILL

The property has use of a gas grill. Please use caution when grilling at the property. The grill we provide will get very hot especially when the cover is left closed. **DO NOT LEAVE THE GRILL 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.

WI-FI INTERNET CELL SERVICE

Your property offers free AT&T 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 AT&T:

Username: ATTHPbiFEa

Password: 6p#ecktb9?2

LOCKED CLOSETS

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

AMENITIES

The properties managed by C21PRE are privately owned, and the amenities are provided by the owner of the property. Sometimes, things get broken or changed without our knowledge. The amenities list is subject to change anytime at the discretion of the property 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.

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 of 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.

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, 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. Repellent for poison ivy and bug repellent are suggested. Chiggers are a potential nuisance in the country, 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 property 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 properties. 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 properties 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 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 property 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 countryside, **no refunds or compensation will be given for any problems resulting from pests inside or outside the property.** Do not feed animals you may see around the property nor permit them to enter the property. 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!

USE OF PROPERTY

The property is for your enjoyment and relaxation as well as an investment for each property 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 property owners, nor C21PRE, shall be held liable or responsible for any violation of these terms.