

## Rental Policy, Terms and Conditions

Check in time: 3:00 PM

Check out time: 10:00 AM

No Smoking, No Pets, No tents or camping on grounds

### **Occupancy**

Maximum occupancy of 5 people, including children over 2. There shall be no subletting of the premises. The tenant shall occupy and use the premises as a vacation rental only and not use the premises for any business, professional, unlawful or hazardous purpose.

### **Payment**

Reservation confirmation contains the following charges:

- Rental rate for your stay (50% due at time of reservation, 100% due 30 days prior to check in)
- Non-refundable reservation processing fee (\$75)
- Damage/Reservation deposit (\$200)
- County, State, City Taxes

### **Cancellation Policy**

Cancellations received more than 60 days from your arrival date will receive a full refund less \$75 reservation fee. If your cancellation occurs fewer than 30 days from your arrival date, you will forfeit your entire deposit, excluding damage deposit.

### **Quiet Hours**

Noise in the rental unit must be kept at a reasonable level as not to cause a disturbance to the neighbors or general public. In no event may the maximum occupancy (five guests) be exceeded without written consent.

### **Maintenance**

It is expected that major systems in and around the house will break down from time to time such as oven, stove, refrigerator, etc. Owner will attempt to repair any problems within reasonable time after notice by the guest. Owner assumes no liability to guest based on the failure of appliances to function, or based on the timeliness or outcome of any repair.

### **Illegal Drugs**

Under no circumstances shall any illegal drugs be allowed on the property. Guest understands that possession and use of any such substance is grounds for immediate eviction and forfeiture of payment. Tenant further waives any and all rights to recourse against the Owner for enforcing this clause.

### **Guest Responsibilities**

Tenant is required to perform routine household duties that include, but are not limited to:

- Garbage removal
- Cleaning of individual and guest dishes
- Notification to Owner of any damages or problems with the property
- Locking of all doors when guest leaves the rental unit

No cleaning service is provided during the guest's stay. Rates include a one-time linen-towel preparation, bed sheets setup, toilet paper, and paper towels. On departure, guest agrees to leave all used beds stripped and unmade. The last day's towels are to be left in the bathrooms.

All dinnerware, pots, pans, glasses should be cleaned and the dishwasher empty. Please discard used food from the cabinets and refrigerator. Guest will be charged for excessive linens and/or unwashed dishes. Trash must be removed from the house and placed in the proper receptacle outside. At the end of the term, the guest shall leave the Rental Property clean and in good condition, remove all guest property, and repair all damages caused during their stay.

### **Indemnification**

Owner of rental property shall not be liable for any damages and/or injury to tenant and/or their guest(s) or other persons, or any of their personal property, in each case regardless of cause and including without limitation damages or injury caused by latent defect, unless such damage or injury is the direct and proximate result of Owner's gross negligence or intentional act. Except for such damage or injury that is the direct and proximate result of Owner's gross negligence or intentional act, guest agrees to indemnify and hold Owner harmless against any claim for damage and/or injury to person(s) or property relating in any way to tenant's or tenant's use or occupancy of the Rental Property or the Common Area, or any related personal property.

Guest acknowledges and agree that they are responsible for the safety of themselves, their guests and their children with respect to the lake, the deck areas, fire pit, wildlife and the Rental Property and/or Common Area. Guest acknowledges and agrees to indemnify and hold Owner harmless from any injuries to Guest, their guests, or any of their respective property. It is understood that there is no lifeguard and that supervision is Guest's responsibility.

### **Weather**

Weather on Madeline Island is unpredictable. Owner is not responsible for any weather conditions or acts of God or nature that happen during Tenant's stay and no refunds will be made based on such events.

### **Keys and Lockout Charges**

Access to the property is provided by key. Tenant agrees to return the set of keys after departure. All extra sets of keys should be left on the kitchen counter. Lost keys and/or failure to return the set of keys after departure will result in a \$25 key replacement fee deducted from the security deposit for each key needing replacement.

### **COVID-19 Protocol**

We are following the health and safety protocol below:

- Reinforcing personal hygiene with all employees (hand hygiene and cough etiquette).
- Using an EPA approved disinfectant in our cleaning process.
- Closely monitoring the health of all who clean or care for the home (taking temperatures before shifts, wearing gloves and masks while cleaning)
- Based on the recommendations from our local health agency we have removed all bedspreads, shams, and decorative pillows from the property.
- All linens are laundered with the use of bleach (as appropriate), and the warmest appropriate water settings based on manufacturer's recommendations.
- We continue to monitor and follow local public health recommendations related to local infection activity and need for isolation, quarantining and closing.

