

POLICIES

- 1. CHECK-IN** is at 4:00PM. **CHECK-OUT** is at 11:00AM. The check-in and check-out times are strictly enforced. Guests will be charged for an additional day if they fail to check-out by 11:00AM. However, Guest may schedule in advance an earlier check-in or check-out time if agreed to by Owner.
- 2. MAXIMUM OCCUPANCY & NO HOUSE PARTIES:** The house can accommodate a maximum of (30) people. However, if agreed to in advance by Owner, additional guests are permitted at \$10.00 per person, per day. **NO HOUSE PARTIES:** Guests must abide to number of maximum occupancy and the Home is not to be used for weddings, receptions, parties or any other group functions without the consent of Owners. The House is intended to be rented to Extended Families, Corporate Retreats, Church Retreats, Scrapbooking Retreats and responsible adults over 25 years of age.
- 3. PARKING:** Vehicles may be parked as follows: 6 vehicles can be parked in the driveway. **NO** off-street parking is permitted.
- 4. Security System:** There is a security system that will need to be turned off once you enter the premises. An alarm code will be assigned and instructions given when full payment is received and your reservation is confirmed
- 5. KEYS:** We have a key pad on the door lock and keys in the Lockbox. After final payment is received, Guest will receive a Welcome Package with directions, combination to the lockbox, and other necessary information. Guest will be provided with 2 sets of keys (one in the lockbox, one on the key holder in the laundry room). Key codes are changed often to enhance your security, so they are sent to coincide with your arrival. There is no “check-in”. You simply enter the code, access the key, and enter your vacation getaway. Please immediately replace the key back in the lockbox. Guest will be responsible for lost keys and for the cost of purchasing and installing new locks on the house if keys are misplaced and/or not returned.
- 6. LAUNDRY & CLEANING:** The House is professionally cleaned prior to check-in. A starter supply of paper products, bath wash, dish soap, and laundry detergent are at the house. Please remove sand from linens and clothing before loading in the washing machine.
- 7. MATTRESS & BEDS:** Prior to check-in, all beds are made up properly with mattress pads underneath the sheets. Please do not remove mattress pad during your stay. In the event that any mattress is soiled, wet or otherwise damaged your security deposit will be charged.
- 8. GARBAGE & RECYCLING:** Garbage pick-up day is Tuesday. We have a carry-out service; therefore Guest is not responsible for rolling out the bin. Recycling is no longer available, please put everything in trash bin.
- 9. PAYMENT POLICY:** A 50% down payment with signed contract is required to ensure Guest’s reservation. The final payment (final 50% of total) is due one month (30 days) prior to the check-in date. When paying by check and Guest’s final payment is not received prior to 30 days of arrival, your reservation will be subject to cancellation. If Guest chooses to pay by credit card, the final 50% will automatically be charged 30 days prior to check-in. Any returned checks will be charged a \$50.00 service fee. Reservations that are requested within 2 weeks of arrival date must be paid by Visa, MasterCard or Discover Card. (There is a 3 % fee for credit card service)
- 10. CANCELLATION:** Cancellations must be made in writing. Full refunds (minus \$100.00 cancelation fee) will be given up to 60 days before arrival. After that, refund will be based on how many days can be re-rented.
- 11. REFUNDABLE SECURITY DEPOSIT:** No security deposit is required if the guest has a valid Master Card, Discover Card or Visa on file at check-in. If a valid credit card is not presented the guest will be required to pay a \$500.00 cash/check security deposit. If required please allow up to four weeks for return of deposit after check-out.
- 12. SECURITY AND DAMAGES:** Guest is responsible and liable to Owner for damages in excess of the damage deposit. Guest is liable for all damages and repairs to the house and its premises that are

outside what is considered normal wear and tear. Luxury Rentals reserves the right to charge your credit card account for damage, theft, or any special cleaning required. Credit card information must be supplied to Luxury Rentals via phone before you will be sent the key pad code for entry to our home.

- 13. PETS ARE NOT ALLOWED:** Pets are not allowed in our vacation rental. Because many of our guests have severe allergic reactions to pets, pet hair, etc., and to preserve the furnishings in the home, there are no exceptions. This includes any pets of your guests. There will be a minimum cleaning charge of \$200.00 and forfeiture of the home without refund of rent if this rule is violated. If additional cleaning charges apply, they will be charged to the guest.
- 14. SMOKING IS PROHIBITED IN THE HOUSE:** Smoking is not allowed inside our vacation rentals. Because many of our guests have severe allergic reactions to residual smoke, and to preserve the furnishings in our home, there are no exceptions. Smoking is permitted outside. There will be a minimum cleaning charge of \$200.00 and forfeiture of the home without refund if this rule is violated. If additional charges apply, they will be charged to the guest.
- 15. PLEASE REMOVE YOUR SHOES:** Please remove your shoes upon entry to our home. Then you can “put your feet up and stay awhile”. In our very special property you’ll enjoy cozying up on our comfortable furniture.
- 16. SOFA SLEEPERS:** We do NOT recommend sofa sleepers for adult use. For children’s use only.
- 17. BBQ GRILL:** We have provided a gas grill on the main third floor deck. Please clean after each use. There will be an extra \$25.00 cleaning charge if grill is left dirty.
- 18. SAUNA:** Please read Sauna Rules attached to this policy.
- 19. OUTSIDE SHOWER:** The Castle has installed an outside hot/cold shower on back wall of the House. Please rinse off all sand from feet and beach toys when returning from the beach. Remember to turn off when not in use.
- 20. HOT TUB:** Our hot tub is on outside in the back yard, accessible through the spa room back door. For the health, safety, and peace-of-mind of our guests, the hot tub is cleaned and serviced by cleaning service after each check-out. Please be respectful of neighbors when using the hot tub and keep a careful eye on children. Special towels are provided for use with the hot tub. Please do not sit on the inside furniture while wet, as it will stain. Please replace the hot tub cover when not in use and return the key back on the hook. Please promptly report any “accidents” so that additional appropriate actions may be taken before the next guests arrive.
- 21. TELEVISIONS & REMOTES:** Our beach home is furnished with a variety of TV’s, DVD players, and remotes. Please do not attempt to re-program any of the remotes. If you have any problems with this equipment please notify Luxury Rentals. We have provided a selection of DVD’s for your enjoyment. Each is marked with a label. Please exercise care when packing to leave that they don’t become mixed with your own. Guests will be charged for missing DVD’s and video game accessories. TV and remote instructions are printed for your convenience. By following them you will be able to make use of all the electronic entertainment devices we have provided. Please be sure all remotes are returned to their rooms back to clear boxes when you leave. Guests will be charged the full cost of replacing and programming lost remotes.
- 22. INTERNET:** Our beach home has wireless internet service. The user name for this is: thecastle. The password is: thecastle
- 23. OWNERS CLOSETS:** There are four owner’s closets at the House. Owner’s closets are to remain locked. Please do not tamper with these locks. Guest will be charged for broken or damaged locks on these doors.
- 24. PLEASE NOTE:** Property items (such as bedspreads, pillows, chairs, pots and pans, dishes, glasses, silverware, etc. are NOT to be taken out of the property (to the beach or other properties).
- 25. UNRULY OR DISRUPTIVE BEHAVIOR PROHIBITED:** The Castle is located in a quiet, residential area. Excessive noise or parties will result in fines up to \$500.00 per day. Owner also reserves the right to expel Guest and Guest’s visitors from the House for any types of unruly or disruptive behavior, including but not limited to climbing on the roof, discharging fireworks, using illegal substances, and the like. If any Guest’s or visitors commit to unruly or disruptive behavior, they will be forced to leave the House and its premises immediately! If Guest has reserved The Castle for additional days, these amounts will not be refunded. If Guest does not have additional days

reserved at The Castle, Guest agrees to pay \$500.00 as liquidated damages for violating these policies.

- 26. BEACHES AND STATE LANDS:** The beaches are Ocean Shores State Recreation properties, which rules and enforcement are managed by Oregon Parks and Recreation Department.
- 27. ACCESS:** Owners, along with any of its agents, are allowed access to the House and land upon at least 24 hour notice to Guest through its owner or property manager by telephone, writing or in person. By way of example and not limitation, agents of Owner may include plumbers, electricians, rental companies, pest inspection, etc. If Guest or guest's party refuses access to Owner or its agents, the Owner may unilaterally terminate Guest's rental agreement, order Guest and party to leave the House and premises and forfeit all payments and security deposit.
- 28. USES OF NEARBY PROPERTY:** Owners do not have control over the uses of property near The Castle that is not owned by Luxury Rentals. Accordingly, Owners are not responsible for any noises, smells, or other disruptions caused by uses of property near The Castle. Any such disruptions caused by the uses of property nearby shall not be cause to terminate the rental agreement.
- 29. WEATHER CONDITIONS:** If any unforeseen conditions or problems with the House arise prior to or during Guest's stay, Owner reserves the right to refund Guest's payment on a pro-rated basis. Such unforeseen conditions could be the following but are not limited to hurricanes, storms, vandalism, flood, tsunamis, etc. Owner assumes no responsibility for such unforeseen conditions. Owner is not responsible for any weather conditions or acts of God or nature that happen during the Guest's stay. No refunds will be made due to weather conditions.
- 30. MAINTENANCE:** If you should discover that your rental property has not been cleaned or had damages, please report it to us immediately and we will make all efforts to resolve the problems. Check-out time is NOT the time to inform us about problems. We cannot issue refunds for mechanical breakdowns or cleanliness. Luxury Rentals personnel or representatives shall have the right to enter the property at reasonable hours to make timely repairs or inspections. If a service call is made and entry refused, the renter will be held liable for service call fees.
- 31. LOST AND FOUND:** Luxury Rentals will NOT be responsible for any personal items left in the rental properties. There will be a \$10.00 service charge in addition to any mailing charges required if you request us to pick up and mail any items left behind.
- 32. DUMBWAITER:** Please read Dumbwaiter rules attached to this policy.
- 33. CHECK – OUT:** At the end of your stay, Guest is required to follow and complete all items listed on the check-out list that is posted at The Castle. There is also an additional copy available in our welcome binder located on the bookshelf and information shelf.

***These policy guidelines are subject to change at any time and without notice.

DUMBWAITER

ANYONE PLANNING TO USE THE DUMBWAITER SHOULD READ THESE OPERATION INSTRUCTIONS BEFORE USING THE DUMBWAITER.

- 1. DO NOT LET CHILDREN USE THE DUMBWAITER!**
- 2. The dumbwaiter is furnished with door safety switches which prevent the dumbwaiter from operating if any door is not closed, they also will stop the dumbwaiter if any door is opened while dumbwaiter is in operation. Never Operate Dumbwaiter if door safety switches are not working properly.**
- 3. Never use the dumbwaiter if it is not operating properly.**
- 4. Never use the dumbwaiter when smoke and/or Fire are present.**
- 5. Do Not Remove, By-pass or Alter various switches, controls and/or restraining device. These are mandated by national and local safety codes. Any tampering could result in serious injury or death!**
- 6. Never extend your hands, arms, legs, feet, head or body into the open hoist way to do so could cause serious injury, death or damage the dumbwaiter!**
- 7. NO RIDING IN DUMBWAITER CAR!!!**
- 8. The dumbwaiter is rated for certain capacity. Maximum capacity is 70 lbs. IT SHOULD NOT BE OVERLOADED. SPRED OUT WEIGHT EVENLY AND CENTER ALL ITEMS! Not following this direction will jam the dumbwaiter.**
- 9. This dumbwaiter is not designed for continuous operation. Too many starts and stops could overheat the motor and trip the fuse.**

HOT TUB

Hot tub towels are **GREEN** and **YELLOW** above the mini fridge by the sauna.

Before using the hot tub (each use):

1. **PLEASE SHOWER**
2. The key is hanging on the hook in the sauna lounge room.
3. Unlock cable.
4. Open both buckles that are holding down hot tub lid. Fold first half over, then lift 2nd half – it will move into an upright position along the back of hot tub. Use caution if windy!
5. **Enjoy hot tub!!**
6. Cover, buckle down lid and lock cable cord when finished.
7. Return key to the hook in the sauna lounge room.

RULES

PLEASE - No children without adult supervision.

PLEASE - Do not sit on cushion head rests.

PLEASE - Be mindful of quiet hours – sound carries!

Quiet hours between 10:00 pm and 8:00 am

SAUNA RULES

1. No persons under the age of 18 are allowed to use the sauna.
2. Please shower before entering the sauna, and after if planning to use the hot tub.
3. Wear appropriate swim attire and remove all jewelry.
4. When using the sauna, allow enough time to relax completely and to fully hydrate before and after use.
5. **CAUTION:** Persons with medical conditions should consult a physician before using this room. The following individuals should not use the sauna; those with heart disease, diabetes, high or low blood pressure, circulatory or respiratory problems, seizures, epilepsy, pregnant women, those who are using prescribed or illegal drugs or under the influence of alcohol.
6. Use only one dipper full at a time and take care to keep clear of the steam as it rises off the rocks.
7. Do not bring any flammable materials inside the sauna room.
8. Food and drinks are not allowed in the sauna room.
9. No perspiration on the wood, please! All individuals must sit or lie on a towel.
10. Maximum number of people is seven (7).