

# Welcome to *Lake Tahoe!*

Enclosed are the keys to your rental unit. The property has been professionally cleaned and inspected. Upon check in, please report to the rental office any problems or damage between 9 a.m. and 5 p.m. so that we have the opportunity to correct them.

## **AFTER-HOUR RENTAL EMERGENCIES**

If you have an after-hours rental emergency, please call 530-583-3793 for our 24-hour answering service. In the event they can't help you, please only call us at home if it is a true rental emergency and cannot wait until the next day. We are open 7 days a week, 9AM-5PM.

## **CHECKING OUT**

**Please return your keys and survey (see reverse) to our office upon your departure.**

The **11:00 a.m.** check-out time must be honored as we may have another tenant checking in and will need to clean and inspect the unit upon your departure to ensure that it is ready for our next arrival. A late check-out fee could result if we do not get the keys back by check-out time.

## **CHECK OUT PROCEDURES**

- *Leave the ashes in the fireplace; the cleaning staff will dispose of them appropriately!*  
Do not place the ashes from the fireplace or woodstove in the garbage can or paper bags!
- Please strip all beds and place used sheets and towels in a pile.
- Do your last set of dishes, and clean perishables out of the refrigerator.
- Bag up your trash and place it in the trash can inside metal bear box or dumpsters.
- Turn thermostat down to 55 degrees; **DO NOT TURN OFF.**
- **Check the BBQ and be certain the propane is turned OFF as you will be liable for any damages!**
- Please leave the property in a tidy manner. ***There will be additional charges*** if any out-of-the-ordinary cleaning is required.
- There will be an extra charge if furniture is moved and not returned to its proper place.
- Check to make sure that no personal items have been left behind. We are not responsible for lost or forgotten items, AND YOU WILL BE CHARGED \$25 + shipping to retrieve lost items.
- Drop keys off at the office, the same place you picked them up.
- Have a safe trip home!