



CHECK-IN/OUT PROCEDURES AND GUEST POLICIES

SECURITY DEPOSIT PROTECTION PLAN— This Rental Unit Security Deposit Protection Plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to the rental agency (HRG) prior to check-out. The policy will pay a maximum of \$1500. Any damages that exceed \$1500 will be charged to the credit card on file, compliant with your signed contract. Please note, additional cleaning charges are NOT covered by this policy. If, during your stay at one of our Rental Properties, an insured Person causes damage to any real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1500. Certain terms and conditions apply. Full details of the Rental Unit Damage Protection coverage are contained in the Certificate of Insurance or Insurance Policy. **By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Hauserman Rental Group any amount payable under the terms and conditions of the Rental Unit Security Deposit Protection. If you choose not to participate in this plan, Hauserman Rental Group requires a \$500 deposit (in the form of a CHECK) before check-in to cover any potential damages, to be refunded within 21 days of check-out, provided the Rental Unit is left tidy and undamaged.**

ARRIVAL AND CHECK-IN— Pick up your keys at our office in downtown Tahoe City. Check-in time is **4:00 PM**. Our office is open 7 days a week, 9 am to 5pm. If you arrive early, take a walk on the beach, or shop around town, knowing your rental home is being thoroughly cleaned and inspected.

LATE ARRIVAL— **If you arrive after business hours, we will automatically put your personalized Welcome Packet with the keys to your rental unit into a black metal box located to the right of our staircase that leads upstairs to the rental office (see page 2).** Be sure to bring your map to the rental unit that you can print from the web site.

DEPARTURE AND CHECK-OUT PROCEDURES— Check out time is **11:00 AM**. Please leave unused beds made, take out the garbage and leave all dishes clean. Other procedures are found in your welcome packet. Please return your keys to our rental office upon vacating the rental unit. A late check-out fee of \$50/hour could result if you do not return the keys to our office on time. **DO NOT** put the ashes from the fireplace in the garbage can or paper bags! **LEAVE THE ASHES** in the fireplace; the cleaning staff will dispose of them appropriately! Thank you.

BEACH/POOL/SPA KEYS— When renting a home with private HOA amenities, access keys or cards are either issued with your welcome packet or are kept at the property. You are responsible for the access key or card once you check in. Please contact us immediately if you did not receive the key or card, or if it is not at the property. **A fee of \$100 will be assessed if the access key or card is not returned to where it was issued.**

CLEANING FEE— Each rental property has a specific cleaning fee ranging from \$65 to \$450. This fee has been set by the cleaning service and is for a normal cleaning. Any excessive linen use **OR** unusual extra cleaning will be charged to you accordingly. Extra cleaning is NOT covered by Security Deposit Protection Plan.

MAXIMUM OCCUPANCY— No guests in excess of the maximum occupancy specified on the property information sheet shall occupy the property. Breach of this **OR ANY** provision herein will result in immediate termination of the rental agreement with a forfeiture of the entire rental amounts and/or security deposit.

NO PARTIES— We want our guests to have fun, but loud & unruly tenants will not be tolerated. All of our homes are located in residential areas and may NOT be used for weddings, receptions, parties, or large gatherings. Any disruptive parties could result in the eviction & forfeiture of entire rental amount & security deposit.

NO SMOKING— Smoking is NOT permitted in ANY of our rental properties. Please be conscientious and only smoke outdoors. Be fire safe, and dispose of butts/ash properly.

FURNISHINGS & SUPPLIES— All of our rental properties have a fully equipped kitchen, television, blankets & pillows, linens, sheets and towels (though you may want to bring extras), telephone, and most have dishwasher and washer/dryer. Most have supplies like flour, sugar, salt & spices, but these are not required items. *We start you off with one roll of toilet paper per bathroom & 1 roll of paper towels.* Additional supplies can be purchased at the local markets. **Firewood is NOT supplied during the summer months (Memorial Day through October), and BBQs ARE NOT PROVIDED during winter months (Thanksgiving through Easter).** Propane is provided for grills in the summer, but please bring your own charcoal depending on the type of grill.

PETS— Many of our properties **do not** allow animals of any kind. You must notify the rental office at the time you make your reservation if you choose to bring your dog, and verify you have rented a dog-friendly property.

PARKING— During winter, snow removal from the driveway is provided automatically. Check the property information sheet **before** you confirm your unit to be sure there is ample parking for your group. Be sure you know the laws in regards to winter parking. **Do not park in the street! Your car will get a ticket and/or be towed!** Driving conditions may be hazardous as well. Be prepared. See our Winter Disclosure for more information.

GARBAGE— Garbage pickup is once a week. Please put trash into trashcans located **INSIDE the metal bear proof garbage "hut"** located curbside. **Please do not leave any garbage outside** as animals will make a mess of it. Most condominiums have dumpsters on site. You can recycle by separating your trash into "blue bags" available at the grocery stores locally. **Do not leave any food in your car!** Bears might try to break in!

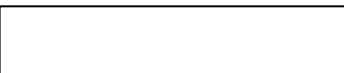
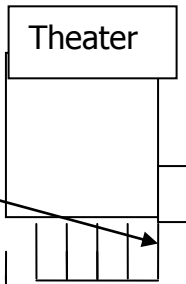
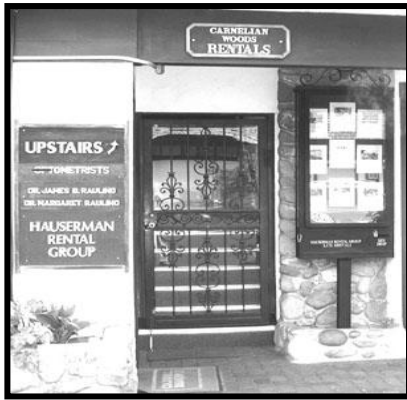
ITEMS LEFT BEHIND— Be sure to gather up & take home ALL of your belongings when you check out. We are not responsible for items left behind. There will be a minimum charge of \$25 to retrieve any personal belonging left behind.

DISCLAIMER— We cannot be held responsible for circumstances beyond our control such as any type of noise pollution including construction, public or private functions, and events. Wildfire smoke, interruption of services or utilities including power, water, phone, internet, gas, cable tv or unexpected appliance breakdowns, weather conditions and road closures are all beyond our control. None of our rentals have air conditioning.

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475 NORTH LAKE BLVD * P.O. BOX 1901 * TAHOE CITY, CA 96145 * (800) 208-2463 * (530)583-3793 * (530)583-8540 FAX
www.enjoytahoe.com * rentals@enjoytahoe.com

PLEASE KEEP FOR YOUR RECORD - DO NOT RETURN



Cobblestone Mall Shopping Center

Metal Box

Evergreen Café



Look for Cobblestone Mall Clock tower as a landmark

**** Black metal box with Welcome Packets, with your key inside, is located to right of black Iron gate at bottom of our stairway - labeled "Hauserman Rental Group Late Arrivals" (closed with metal clasp)**

HRG

Stairway with Gate

Coldwell Banker Real Estate

To Truckee ←

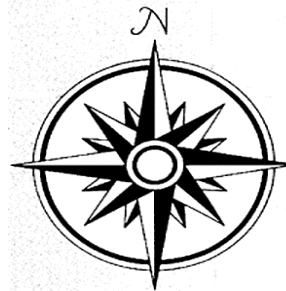
North Lake Blvd. (Highway 28)

→ To Kings Beach

Hwy 89 South

HRG (Hauserman Rental Group) office is located at
475 N. Lake Blvd/ Highway 28 [Suite 201] Tahoe City, CA 96145
800-20-TAHOE or (530) 583-3793

UPSTAIRS ABOVE the Coldwell Banker Real Estate Sales Office



DIRECTIONS TO OUR OFFICE: From Interstate 80 in Truckee, take Hwy 89 **South** toward Squaw Valley/Tahoe City. Travel 14 miles (past Squaw Valley & Alpine Meadows) to Tahoe City; continue straight through stoplight (Hwy 28 or N. Lake Blvd.) approximately 1/4 mile and our office will be on the **LEFT** side of the road in the Cobblestone Shopping Center: **475 N. Lake Blvd/Highway 28 Tahoe City CA 96145.**