



***WELCOME! PLEASE READ THIS IMPORTANT
ARRIVAL AND DEPARTURE INFORMATION!***

Enclosed are the keys to your rental unit. **If you are renting a home or condo with HOA amenities, you are responsible for the key or key card that comes with it.** Please contact us immediately if key is not available. 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. Thank you!

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 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

- *Please 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!
- Do not make any beds that were used during your stay. Place used 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, lock and remove the key (if applicable). Extra charges will occur if animals gain access to garbage disposed of inappropriately.
- **Check the BBQ and be certain the propane is turned OFF as you will be liable for any damages!**
- Turn thermostat down to 55 degrees; **DO NOT TURN OFF.**
- Secure/lock the property and turn off lights.
- 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.**
- Please report any damage that may be covered under your Security Deposit Protection Plan.

Rural Realities - Living with Critters



Black Bears & coyotes are common



Raccoons love your garbage



Lake Tahoe's beautiful North and West Shores are rural, heavily forested areas, home to animals and people alike. Part of its beauty is its wildness and the chance to see wildlife up close. For the occasional visitor, there's always a bit of adjusting, as they get used to mountain living alongside our wild critters. With that said, we offer newcomers this "rural reality check."

BEARS: Tahoe's bears have lost their fear of people due to living in close proximity and because far too many residents and visitors allow the bears access to garbage, pet food, bird-feeders and sometimes purposely feed them. Bears now feel welcome in homes, cabins and cars, and they know they will find food inside. Bears live to eat. **If they can smell food, they will attempt to claim it.**

LOCK the property and close the window coverings when you are not there. Bears are very resourceful and can open some types of latches.

REMOVE garbage from the property and place inside the metal bear box or dumpster, **lock** the bear box or dumpster and remove key (if applicable).

DON'T leave food, lotion, shampoo or even an empty cooler in your car.

BUGS: Many varieties live in the forest that surrounds your rental home. These include carpenter ants, spiders and mosquitoes to name a few. Our units are routinely checked and treated and we do our very best to eliminate the pesky critters but be advised they can come a creeping in anytime during your stay. We cannot move you to another property if this happens as it can happen in any of our houses. We cannot prevent it no matter how hard we try!

Carpenter ants are common



Shown actual size!

Here are a few phone numbers to call if you have trouble:
Bear League of Lake Tahoe 525-7297 Placer County Sheriff 581-6330
Wildlife Shelter 546-1211 Placer County Animal Control 546-4260