

## CHECK-IN/OUT PROCEDURES AND GUEST POLICIES

**VACATION RENTAL DAMAGE PROTECTION**— This Vacation Rental Damage Protection 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 Vacation Rental 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 Vacation Rental Damage 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 **11:00AM**. 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. Some properties may charge a pet fee. If you bring a dog, you are agreeing to the following: 1. You will never leave the dog unattended at the property, inside or out; 2. You will never allow the dog on the furniture; 3. You will clean up after your dog.

**PARKING**— During winter, snow removal from the driveway is provided automatically, but during severe storms, please be patient with the drivers as they are doing all they can to keep up with accumulation. 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.



## DISCLOSURE: Please read before travel in the Sierras!



As a visitor traveling in the High Sierra, please be advised that the Tahoe Basin is often exposed to severe weather conditions. Travel to and from, in and around the Lake Tahoe area can be hampered severely or even halted by authorities and due to reasons beyond Hauserman Rental Group's control. We cannot be held responsible for these conditions.

**For your protection and convenience, we strongly recommend you invest in travel insurance. Please see our website for information about CSA Travel Insurance.**

**Winter travel can be dangerous.** Please be prepared when you travel in our area. Please read this entire disclosure and if you have any questions do not hesitate to contact our office.

Hauserman Rental Group has no control over the weather and/or road conditions. We will do our best to have the driveway and path to the front door cleared of excess snow before your arrival; but during times of heavy snowfall, the plows may not be able to keep up. You may need chains or you may have to shovel the berm to get into/out of your driveway. Please note: **cable chains can be insufficient for travel on mountain roads; we strongly recommend link style chains instead of cable chains to reach your rental property safely.**

Please follow local laws and procedures during snow removal time periods—**YOU ARE RESPONSIBLE FOR KNOWING THE PARKING REGULATIONS.** Do not park on any street or roadway. Do not park in anyone else's driveway or parking area. **Be sure you move your vehicles out of the parking areas when the plow comes by to clear the snow.** Homes and condos have strict limits on the number of vehicles you can bring; be sure to know the limitations PRIOR to renting. Unlawfully parked vehicles will be towed at owners' expense.

We cannot be held responsible for either State or County roads. With the possibility of severe weather conditions, Interstates and Highways do impose chain requirements and/or closure of the highways. If Interstate 80 or any other highway is closed for an extended period of time on your arrival date, call Hauserman Rental Group for details on how to proceed. *Please drive cautiously, carry chains, always carry a shovel, water, food, blankets and have a full tank of gas; be prepared to be stranded in a snowstorm or long delay.*

Always check ROAD CONDITIONS by calling 1-800 427-ROAD (7623)

