

# Vermont Lodge & Mystic Falls at Felmoor Park

## IMPORTANT POLICIES AND INFORMATION

### Terms and Conditions

PLEASE - NO SMOKING IN UNIT OR GARDEN OR HOT TUB

#### ADVANCE DEPOSIT and BALANCE DUE:

1. Within 2 hours of booking, a deposit of £100 is required.
2. The balance for reservation is due one month before the arrival date.

#### CANCELLATION:

All cancellations must be made in writing at least 30 days before the scheduled arrival date and all advance rent will then be refunded minus a £100 cancellation fee. Under 30 days a cancellation charge of 75% of the full rental rate will be applicable unless the unit can be re-booked whereupon a full refund will be issued, minus a £50 service charge.

If you are to book the wrong property, your deposit or balance will not be refunded back to you. We have two properties, **Vermont Lodge & Mystic Falls**. There is clear information above the booking calendar to ensure you choose the correct property before booking.

#### REFUNDABLE SECURITY DEPOSIT:

Guests are responsible for any damages that happen during occupancy. A damage deposit of £100 will be required on booking which is fully refundable. This deposit may be taken in the form of a bank transfer or held on the system and refunded within 7 days of your stay.

#### UTILITIES:

All are included in the rental payment. For longer-term rentals, a base monthly electric/gas allowance will apply. This will be £250 per month in summer, (May 1 through till the end of October) and £300 per month in winter. Guests are responsible for electric, gas and/or water charges above the stated amount. Normal usage is unlikely to exceed these amounts.

#### MAINTENANCE AND CLEANING:

We will clean the lodge and the hot tub before you arrive and after you depart. Guests should maintain the premises during their stay. You agree to pay nominal charges for excess laundry of more than the last day's linens or any excess cleaning.

#### TELEVISION:

We will provide a TV service for the main living room which has access to all streaming platforms. Should this be damaged or taken, your damage deposit will be taken and the remaining costs of a replacement will be past on to yourselves.

#### WIRELESS ROUTER:

We will provide wireless internet access which is for the use of our guests only.

### PARK RULES:

Guests must abide by all park rules, copies of which are available. We have ample space for two vehicles on the drive of the lodge. We accept no responsibility for any vehicles parked there. Please do not park on the grass as this causes great damage.

### ACCESS TO HOT TUB:

All guests have exclusive use of the Lodge's Hot Tub which will be cleaned and prepared for your arrival. Please note - we empty and refill the tub for each new guest and on your arrival, the temperature may not have reached full heat. Use is at your own risk and when not being used the hot tub cover must be in place at all times. If the insulated cover is not replaced after use it will shut down and require a re-set. There is a £50 call-out fee to re-set the tub in these circumstances. Occupancy of the hot tub must not exceed 4 persons at any one time.

### LOCKOUT:

If you lock yourself out, we will be happy to call a locksmith for you; however, you are responsible for the cost.

### REPAIRS:

Occasionally, appliances (TV, hot tub, dishwashers etc.) malfunction. Notify us or our local agent immediately when you find an item that needs repair or maintenance. We will happily correct the problem as soon as practical during normal business hours. There can be no refunds, offsets, or deductions, however. Other than "normal wear and tear", you are responsible and liable for damage to the property or its contents. Please ensure that any damage you note on your arrival is reported to us immediately.

### PETS:

We do love pets but must inform you that pets are allowed only at our discretion. Violations are grounds for immediate termination of your rental with NO REFUND. Please ensure that you clean up after your dog. Any internal or external damage to the property by your dog may result in charges being applied to your security deposit.

### RIGHT OF ACCESS DURING RENTAL:

Agent, owner, and/or their assignees reserve and retain a right of access to the rental premises during your occupancy for purposes of repairs or inspections.

### HOLD HARMLESS AND INDEMNITY:

Agent and/or owner of rental unit shall not be liable for any damage and/or injury to any guest or their personal property. Guest agrees to indemnify the owner for any damages beyond the damage waiver limit to the lodge or home grounds, furnishings, equipment, and household items therein, excluding normal wear and tear, which occur during guest's occupancy period. Guest agrees to hold agent and/or owner(s) harmless against any claim(s) for damage and/or injury.

### CLOSET:

Owners may elect to have a closet and/or room locked for their personal belongings. Such areas are not included in this rental.

### COMPARABLE ACCOMMODATIONS OR REFUND:

In the event of the property becoming unavailable due to utilities failure or other unforeseen occurrences including change of ownership, we reserve the right to provide either substitute comparable accommodations for the same period without liability for breach of contract or provide a full refund, which will operate as a mutual release from this rental agreement.

### CHECK IN, CHECK OUT TIMES:

Please check in after 3:00 p.m, and check out before 10:00 a.m. This may be altered but only with the agreement of our local management team. Check-out time is particularly critical if another rental is scheduled that day and an additional charge of £50 may be applied as an excess charge for any late departures. Your compliance is appreciated.

Again, please NO SMOKING inside the lodge – Thank You