

Welcome Guest.

You have reserved The Lodge at Carolina in the Pines for dates in the future described in the attached note. Our goal is to provide a wonderful experience for you and your guests. The 'rules' part is not fun for us, but it is a necessary evil associated with our business. We ask that you take a minute to walk through the information to familiarize yourself with the house and its amenities. You'll need to initial various items and sign the final page. We strongly encourage you to share the contents with every member of your party prior to arrival so that there is no confusion. By reserving this home, you will be bound by the conditions of this contract so please go through it carefully. Please help us by caring for our home so that our next guests can enjoy it too. If you have any suggestions, please let us know and we'll do everything we can to accommodate you.

Carol Kresge and Amy Phelps, The Happy Bookers

Mountain Clover Homes

**** ARRIVAL** - Unless we have made specific arrangements with your party, check in time is after 4 p.m. on the day of your arrival. Though we would like to accommodate early check ins and understand that members of the party may be arriving in town throughout the day, we must adhere strictly to this policy and ask that you communicate this with every member of your group. According to insurance requirements, our cleaning crews can not continue to clean once guests are in the house and will be asked to leave even if the home isn't completely ready for you. While we would like to accommodate luggage and equipment drop off prior to 4 p.m., we can not. We are sincerely sorry for the inconvenience.

DEPARTURE - Again, unless we have made specific arrangements with your party, check out time is 11 a.m. We know how challenging it is to get everyone up and moving after a delightful trip together, but we require five hours to do all of the laundry and get the house back together in time for the next guests, so we ask for your cooperation. Please make all of your guests aware of this time.

PARKING - There is ample parking at the Lodge. The parking lot can accommodate up to 10 vehicles or more. Please do not park on the street or in the culdesac because they will tow your vehicle.

DOOR CODE - There are no keys. On the day of your arrival, the house will be unlocked and open for you at 4 p.m. Your guests may begin arriving at any time after that and are welcome to make themselves at home. After arrival, you'll find the access code to the door lock listed on the welcome note inside the home. We recommend that you share the access code with your guests so that nobody gets locked out.

**** COMMUNICATIONS** - We ask you to share our website with everyone in your travel party prior to arrival. We are always happy to respond to specific questions that aren't answered on our site and to guide your group in any way that we can prior to your stay. **Following check in, we must ask that all**

requests and concerns be communicated by the guest who made the original reservation. Please understand that with groups of 25 guests or more, we want to be sure that we are coordinating everything through a single contact because it becomes confusing for both our team and your group if there are multiple conversations about a single issue. Certainly, if there is a true emergency at the house, we welcome anyone in your group to contact us.

EMERGENCY RESPONSE - Our team is known for responsiveness and will do our best to accommodate true emergencies as quickly as possible. We ask that all emergent requests be communicated to us via text or phone call by the guest who made the original reservation. Since we are a vacation rental and don't have on-site staff at the homes, we ask that you respond to concerns as you would at your own home (i.e. we provide plungers in the event of a clogged toilet, batteries in the event of failing TV remote, light bulbs, etc) and contact us if you are not able to resolve things on your own. The Lodge at Carolina in the Pines has 14 TVs and we ask for your understanding if one of them loses cable or a remote becomes deprogrammed during your visit. Also, our cable service is through Comcast and repairs are not within our control. Though we will do what we can, we are not able to promise an immediate response for TV or cable issues.

AMENITIES - Our homes are well stocked with all soap products (body wash, hand soap, shampoo, conditioner, dish soap, dishwasher detergent, and laundry soap), toilet paper, linens, etc. We provide two rolls of paper towels and the grocery store is located less than one mile from the house if you need more. Spices, coffee filters, and coffee are not stocked, but are often found in the cupboards. We always recommend that if there is something specific that you need, please bring it or visit the store following your arrival. For a general inventory, please visit our website at www.mountainloverhomes.com and click on AMENITIES under OTHER IMPORTANT STUFF in the menu bar.

CAPACITY - The maximum capacity of The Lodge at Carolina in the Pines is 28 people including infants. In some cases, one or two more people may spend the night at the house, but you must request and receive approval prior to your arrival ~ if not, a fee of \$50/person/night charge will be assessed for each person over the limit. An 'event' is defined as a gathering at the house of more than 28 people if not approved in advance. A mandatory event fee of \$2000 will be charged if not approved prior to your arrival and we reserve the right to terminate your stay if this rule isn't followed. (Please communicate with us because we've never had to do this and don't want to start.) We can not approve any events for reservations booked online ~ please contact us in advance and we can discuss your plans. Unfortunately, our fire code makes it difficult for us to approve all events so please ask before making your plans.

SMOKING - This is a big NO NO. Smoking is not allowed in the house and we reserve the right to impose a fine of \$1000 if this rule is broken. This includes smoking cigars, pipes, and cannabis. There are smoking stations available outside on the deck and we beg you to dispose of all butts appropriately because of fire danger in the high country and consideration for future guests and our cleaning crew.

PETS - Though all of us are dog lovers and we are usually covered in dog hair with dog treats falling out of our pockets, our insurance does not allow us to waive the no-pet restriction. A fine of \$1000 will be imposed for pets in the house.

PACKAGES - We are often asked if packages can be shipped directly to the house prior to arrival. Unfortunately, since it is likely that other guests will be occupying the home before you, this isn't possible. You are welcome to ship your packages to the Fedex office at 324 Dillon Ridge Road, Dillon, Colorado 80435 or The UPS office at 265 Dillon Ridge Road, Dillon, Colorado 80435 for pick up when you arrive in town. If you will be receiving items that will come to you after your arrival date, the address of The Lodge at Carolina in the Pines is 864 East Anemone Trail, Dillon, Colorado 80435. We can not be responsible for packages sent to the house and not received.

WIFI - There is WiFi at the house. Network and password information is available in the burgundy binder on the counter when you arrive. Network speed is the highest available in the county, but you'll notice a delay when over a dozen devices are trying to stream data at the same time. Please be patient.

HOUSEKEEPING - We prefer to leave our extra linens out and available for guest use. You can find them in the downstairs linen closet just outside of the Master Suite. If you use extra towels or sheets from the guest linen closet, please launder, fold them, and stack them on the washer and dryer. Laundry detergent is provided. Thank you.

KITCHEN - Make yourself at home in the kitchen and use any of our pots, pans, and cooking utensils. There are trash bags under the sink as well as dishwasher liquid and dish soap. All trash is to be taken to the trash cans in the garage. Before you leave, we ask that the kitchen be returned to the same condition as when you arrived and garbage be removed to the available cans.

GARBAGE - Garbage cans are located out the side door in the enclosed area. Please be considerate of our cleaning staff and remove your trash and recycling from the home before you leave ~ failure to do so will result in an additional cleaning fee. Trash day is Wednesday and the toters must be at the curb by 7 am. (Please do not put them on the street the night before because our local bears will attack the cans and spread the garbage around looking for the good stuff and you will be responsible for cleaning up their mess or paying one of us \$100/hour to do it for you because it's a pretty unsavory task.) Sometimes, you will find some of the toters filled with trash from the previous guests and we sincerely apologize for this. Since check ins and check outs do not always correspond with the town's service days, this is just how it works out. We ask that you remove all toters on Tuesday mornings and know that the next guests will do the same for you if toters are filled when you depart.

SNOW REMOVAL - Please watch for our plow driver and move your vehicles if you would like a cleared driveway during your stay. Shovels are provided to remove snow around your vehicles, on walkways, and deck areas during your stay. On very snowy days, our plow drivers only make one pass through the area to stay on schedule and can not come back through. We do apologize for the inconvenience, but snow removal is a challenging aspect of Summit County, Colorado is a winter destination, please use common sense and caution as all walkways will be icy and snow packed during your winter visit.

GRILL - The grill is connected to a propane tank. Please notify us if the tank runs out during your stay so that we can replace it with a full one. Turn on all three burners and press the ignition switch to start. If the igniter fails to work, a wand lighter is available in the kitchen. Always cover the grill when not in use and remember to turn off the burners. Thank you for gently cleaning it with the provided brush after each use.

HOT TUB - To open the cover on the hot tub, simply fold one side of the cover over the lifter bar, and then use the lifter bar to remove the cover. Always cover the hot tub after use. Always turn off the jets after use. Leaving the jets on indefinitely can cause the motor to burn out. You are responsible for any damage to the hot tub caused by failure to follow the usage instructions. Please do not use a snow shovel to remove snow from the cover as it will damage the cover. Use a broom or your hands. Please top off the tub with the hose provided so that it is above the level of the filter to avoid bacteria growth. A minimum of \$100 drain and fill charge will be charged if the tub is left uncovered when not in use or if there is debris in or around the tub, so please remove any cups or cans and do not bring glass into the tub.

LOST AND FOUND - We know that there are a lot of parts and pieces associated with large groups and we ask that you take extra care upon your departure to gather your things. While we would make every attempt to rescue your possessions, it is rarely successful when there are groups coming and going and a clothing item or cellphone charger go astray, so we can't take responsibility for returning your items.

CANCELLATION - Because of the uniqueness of our homes, **we are not able to offer a refund for any monies paid toward your reservation.** We strongly recommend travel insurance (one option is www.csatravelprotection.com) to cover your non-refundable lodging and airfare. Since cancellations are unusual for us, we have opted not to add the charge for this insurance automatically on all reservations so please determine if this is a concern for you and independently buy the insurance if you would like. If you do not purchase travel insurance independently, we will do as much as we can to rebook your dates and if we are successful, will credit the monies paid to future dates as available.