

Terms and Conditions

The Gatehouse at Maple Grove

Our goal is to provide a place for our guests to have a wonderful, peaceful, and restful experience in the great Blue Ridge Mountains and that you feel welcomed and cared for during your stay. We know this legal stuff is not fun, but it is important information provided for the protection of you and all our future guests. Unlike hotels, vacation home rentals offer a lot more value by providing all the comforts of a luxury home and maybe even more. Please don't hesitate to let us know if you have any questions or if there is anything we can do to make your stay more enjoyable.

THIS IS A NON-SMOKING/VAPING PROPERTY. See policy below.

CANCELLATION POLICY

Guest receives 100.00% (less \$50.00 taxable cancellation fee) if cancellation occurs at least 14 days before arrival; No refunds within 14 days of arrival.

For reservations made through **Airbnb** please refer to the noted cancellation policy at the time of booking on their platform for the applicable cancellation policy as it defers from our standard policy stated above for direct bookings.

AGE REQUIREMENTS

Properties can only be rented by individuals 25 and older. Parents must check in and occupy the property with their children for the entire length of the reservation. Reservations made under false pretenses may result in eviction and forfeiture of all payments.

PAYMENT REQUIREMENTS

A valid credit card must be used for the initial payment. Balance must be paid in full and cleared through bank accounts prior to arrival date. Once a reservation is confirmed it may be moved or rescheduled up until thirty (30) days of the initial arrival date and charges adjusted per published rates assuming availability.

SECURITY DEPOSIT

A valid credit card is required to be on file for a security deposit hold. A minimum \$150 security deposit or 50% of total rent charges whichever is greater will be held on the card. Once all expenses have been paid the hold will be released no later than two days after departure.

TRAVEL INSURANCE

Travel insurance is highly recommended and is available for purchase up to 30 days prior to your arrival. Travel insurance is offered through Rental Guardian and is subject to Rental Guardian's terms and conditions. For questions contact Rental Guardian at 1-(888) 885 – 5550 or at www.rentalguardian.com

ARRIVAL AND DEPARTURE

Unless otherwise agreed upon by management, **check-in is available any time after 3:00 pm EST on the day of arrival with check-out before 10:00 am EST on the day of departure.** Access to the property will be granted via a unique code sent to

you before your arrival, however, the code will not be active until the stated check-in time unless prior arrangements have been made with management.

Upon Checkout, please load and start the dishwasher with any remaining used dishes and silverware and remove any remaining trash from inside the property. Please ensure you have collected all your belongings. There is no need to remove or clean any bed linens or other towels and linens prior to departure. Please ensure all doors and windows are closed and locked.

OCCUPANCY

House parties or events are not allowed.

Overnight Occupancy is strictly limited to the sleeping capacity of the home and to the number indicated on the reservation. Visitors and day guests are permitted temporarily but must vacate the property by 10:00 PM. Children two (2) and under do not count toward the occupancy. Exceeding the number of stated and agreed persons may result in immediate eviction without refund and a fee of 4x the maximum nightly rental rate.

SPECIAL EVENTS/PARTIES

Special events such as weddings, reunions, ceremonies, parties, etc. are not permitted without written authorization from the management company. Violation of this agreement will result in a fee of no less, but not limited to, 4x the maximum nightly rental rate.

PETS

A maximum of two (2) dogs, 50 pounds (lbs.) or less are permitted on the property for an additional one-time fee of **\$50** per pet. No other type of animal is allowed inside the home. All evidence of the pet must be removed from the property and the grounds at the end of the rental period. Pets are not allowed on any furniture or beds. Violation of the stated policy will result in an additional cleaning charge of a minimum of \$300 in addition to any cost associated with damage, repairs or replacements.

EQUIPMENT AND FACILITIES PROVIDED

Equipment, facilities, and amenities are provided at the discretion of the owner, and whilst every attempt is made to ensure that such amenity is in working order for the duration of the rental period, should a break- down or some other situation occur that renders non- essential elements unusable, the Owner or management does not take responsibility for replacing or refunding the guest for the lack of use of these amenities or facilities. The amenities, equipment, or facilities referred to include (but are not exclusive) such items as TVs, Satellites, hot tubs, DVD players, games, stereo systems, WIFI, etc.

FIREPLACES

The home may contain wood-burning and/or gas fireplaces. An initial bundle of wood is provided. Additional wood may be purchased through prior arrangements with management or via any of several local businesses. Please ensure outdoor

fireplace screens or doors are in place or closed for safety reasons. **Indoor gas fireplaces are not serviced from May–August.**

GRILLING

A propane grill is provided for your convenience. Please do not attempt to relocate the grill. Please clean grill grates after each use and ensure that the grill is turned off after use.

LINENS AND SUPPLIES

One (1) set of bed linen per bed is provided for your stay, along with one set of bath towels, washcloths, and hand towels per guest. A minimal supply of toilet paper, trash bags, and paper towels is also provided along with a basic start-up supply of bath soaps, and dish soap. Bed Linen, bath towels, and start-up toiletries are not replenished during your stay. For additional information on quantities please refer to our FAQ on our website. www.kerithhouse.com

FIREWORKS

Fireworks are NOT permitted on the property.

FIREARMS

Hunting and/or the shooting of firearms is not permitted on the property.

SURVEILLANCE CAMERAS

This property is equipped with surveillance cameras on the exterior of the home and property for security, protection, and safety reasons. The owner has NOT installed any active cameras inside the home. Guests are not permitted to tamper, remove, or attempt to move or redirect any outside camera. Doing so could result in immediate eviction with no refunds. Additional fees related to any damage or servicing required may apply.

SMOKING AND VAPING

All properties are non-smoking and non-vaping. The property is equipped with detection devices inside the home. An additional fee of **\$300** will be required if any evidence of smoking or vaping is found inside the property.

PROPERTY DAMAGE

Each guest is financially responsible for damage done to the property beyond normal wear and tear. If any damage to the property is observed upon arrival report it immediately to the owner to avoid possible liability. If damage occurs during your stay you must notify the owner immediately. Guests may be responsible for excessive cleaning fees for a failure to comply with check-out procedures or the presence of extreme cleaning requirements.

LOST ITEMS

Items left after departure are not the responsibility of the Homeowner or management. The Owner or their representatives will attempt to retrieve the reported items. If found, you will have the financial responsibility for these items being returned. Items not claimed after 7 days will be disposed of or donated.

OWNERS CLOSET

The property may have one or more storage spaces designated for the owner and or management. Please do not attempt to gain entry to these closets.

EMERGENCIES

In the event of a medical emergency or a life-threatening situation dial 911. For all other emergencies please contact 678-471-0459

LIMITATION OF LIABILITY

The owners or management are not responsible for any illness or death, accidents, or personal injuries, that occur while on the premises or while using its facilities. The Homeowners or management are not responsible for the loss or damage of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises.

DISCLAIMER

Kerith House has taken every precaution to assure accuracy, however, we reserve the right to correct errors. Pictures provided on our website are a representation of the general layout of the property. Kerith House reserves the right to correct errors/changes in pricing. Our Policies & Procedures are subject to change at any time without notice.