



Bear Lake Reserve *Endorsed Accommodations* (BLREA) Rental Policies & Procedures

Reservations:

- Reservations may be made in person, by phone, or on-line at our website (www.blrvacations.com).
- A credit card is required for all reservations.
- Upon confirmation of your reservation, we require a down payment of 50% of the total amount of your stay.
- The balance of your reservation is due two weeks prior to your arrival and your credit card will be charged the remaining amount. If for any reason the credit card on file is not accepted and the situation is not rectified in less than 48 hours, BLREA may proceed, without further notice, to rent the property to other parties.
- BLREA makes every effort to provide you with the most accurate information; please note that verbal misquotes on rental rates, house descriptions, or policies will not be honored.

Check-in:

- For your convenience check-in is at the Bear Lake Reserve Greeter's Cottage, located at the front gate.
- You may check-in any time between 4 pm and midnight on the day of your arrival. If you will be arriving after midnight, please let us know in advance and we will prepare your arrival package and have it available at the Greeter's Cottage for after-hours pick up. **We do recommend that you arrive before sundown as we are in a rural setting with minimal lighting.** We will provide you with an orientation to the community and a map to show you your way to your vacation rental.
- The staffed Greeter's Cottage hours are 8 am – 12 am, 7 days a week.

Check-out:

- Check-out time is 10:30 am. Keys and guest cards must be returned to the Greeter's Cottage or to the Concierge at the Lake Club no later than 11:00 am.
- Prior to check-out please place all trash in the exterior Bear safe trash cans and please be sure to re-attach the metal safety latches. All trash must be bagged or guest will be subject to a \$75 fine.
- If you would like to request a late check-out time, please contact our team at vacations@bearlakereserve.com in advance. Please note that this will be subject to availability and fees will apply. Unrequested late check-outs will be charged **\$50** per hour without exception.
- If necessary, luggage storage is available at the Greeter's Cottage or the Lake Club.
- When preparing to leave, please follow the "Check-Out Procedures" provided in your arrival package.



Items Furnished & Grocery Package Orders

- Provided in each unit are a starter coffee kit and a roll of paper towels. Please make arrangements for any other items you may need. There is a convenience store located just 3 miles away and a grocery store located 14 miles away from the resort, but basic sundry items are available in the Greeter's Cottage.
- We highly encourage you pre-order one of the below Grocery Packages so that your home will be stocked when you arrive. The packages may be ordered in combination, or you may create a custom package for a \$125 fee (in addition to the cost of the items).
 - **Basics & Breakfast Package**– includes 12 bottles of water, salt & pepper, sugar, creamers, coffee, coffee filters, 1 gallon of milk, 1 dozen eggs, variety pack of cereal, 1 loaf of bread, peanut butter, jelly and butter. Cost: \$100
 - **Breakfast & Lunch Package** - includes 12 bottles of water, salt & pepper, sugar, creamers, coffee, coffee filters, 1 gallon of milk, 1 dozen eggs, variety pack of cereal, 1 loaf of bread, peanut butter, jelly and butter, mayonnaise, mustard, sandwich meat, potato chips, assorted fruits and cookies. Cost: \$125
 - **Snacks & Drinks Package** – 24 bottles of beer, 24 sodas (regular and diet), 2 bags of chips, salsa and mixed nuts. Cost: \$75
 - These packages must be ordered a minimum of 7 days in advance by email at vacations@bearlakereserve.com or by phone 828-293-7414.

Keys:

- - Please return all keys and gate cards upon check-out.
 - If all keys and gate cards are not returned, the renter will be charged \$25 per each unreturned key or card.
 - For the safety of our owners and renters, keys may not be left in the homes under any circumstances, and those left will incur a \$50 collection fee.

Taxes:

- The state of North Carolina requires a 6.75% sales tax and a 4% occupancy tax that will be collected on your behalf in addition to your rental fee.
- A one-time cleaning fee will be charged

Security Deposit:

- A \$1,000 security deposit may be collected at check-in and held on your credit card until a post-stay inspection of the unit has been completed.
- All renters must leave the rental unit in an undamaged condition. Renters are responsible for any damages which occur during their stay. This could include but isn't limited to repair costs and cleaning fees.
- Renters must report all damages and problems immediately.



- All renters are responsible for any missing items from the rental unit and their replacement cost plus possible service fees.

Payments:

- Payment may be made by Visa, MasterCard, or American Express. Personal checks or cash are not accepted.

Last Minute Reservations:

- Renters who reserve homes less than 21 days before arrival must pay in full at the time of reservation.

Cancellations:

- Cancellations made more than 30 days before arrival will receive a refund of 50% of the down payment amount.
- Cancellations made 14-29 days before dates of stay will forfeit the entire down payment amount.
- Cancellations within 14 days of the dates of stay will be charged the full amount of the total stay, excluding the cleaning fee.

Refunds:

- Renters will not be entitled to a refund due to late check-in, early check-out, mechanical malfunctions, disruptions in utilities, disruptions or loss of cable/satellite T.V., bad weather, illness, accidents, acts of nature, or damage to personal property. We strongly recommend renters to purchase trip insurance for their own protection.

Pets:

- Dogs (no cats or other animals) are only allowed in specific rental units that are identified as pet friendly.
- Arrangements for your dog are required to be made at the time of reservation and a non-refundable pet fee of \$125 will apply.
- Failure to notify BLREA of your dog in any rental unit (or discovery of animal after your stay) will result in a \$500 fee.
- Renters accept full responsibility for cost of repairs and extra cleanings due to their pets causing any damage. Certain homes do require a Veterinarian signed and dated copy of current vaccination and flea medication record 30 days prior to check in.

Smoking:

- Smoking is only permitted in rental homes designated as a smoking unit.
- Smoking inside or on the patio of the non-smoking rental units will result in a \$250 cleaning fee in addition any costs associated with damage resulting from smoking.

**Occupancy:**

- North Carolina law permits two persons per bedroom. Each of our rentals has a specified number of occupants. Misrepresentation by renters will result in immediate eviction without refund.
- If excessive persons in the unit are identified post-stay, an additional \$100 per night per person fee may be charged.

Telephone usage:

- Every rental home has local and long distance telephone service provided.
- International calls will be billed back to renter at standard rates plus a \$25 handling fee.

Items left behind:

- BLREA is not responsible for any personal items left by renters. BLREA will make every effort to retrieve personal property, and items found may be shipped at the renters' expense.

Water:

- Most of our rental homes have private wells. Renters are asked to conserve water as much as possible.

For Sale:

- Some of our rental homes are for sale and are subject to be shown by appointment only.

Inspection/Entry:

- BLREA and its agents and contractors reserve the right to enter the premises to perform maintenance or repairs. Advance notice will be given whenever possible.

Items furnished:

- Every rental home is furnished with kitchenware, appliances, light housekeeping products, bed linens, and towels. If you have specific questions about items included, please contact us at vacations@bearlakereserve.com.

Recreational Vehicles:

- All renters at BLR are subjected to all restrictions under the CC&R's of Bear Lake Reserve and all unlicensed recreational vehicles are prohibited within the community.

The Golden Rule

- Renters are asked to please respect these homes as if they were their own. Renters must report all damages and/or problems in the rental unit right away in order for BLREA to address them immediately.