

CUTTY'S OKOBOJI RESORT CLUB RENTAL UNIT POLICIES

Check-in begins at 4:00 p.m. on your reservation start date.

Check-out time is 12:00 p.m. on your reservation end date.

All persons need to vacate the rental room, including all personal property, on or before check out time on the last day of the reservation period unless a late out has been granted. Failure to do so may result in a fine.

This allows housekeeping time to properly clean the unit.

PLEASE NOTE: NO CHECK-INS PRIOR TO 12:00 P.M. WILL BE PERMITTED

WE TAKE PRIDE IN OUR RENTAL UNITS AND IF FOR ANY REASON THE UNIT IS NOT TO YOUR SATISFACTION PLEASE BRING IT TO OUR ATTENTION WHEN YOU ARRIVE

Occupancy: The total number of adults and children staying overnight may not exceed the maximum occupancy allowed for the unit.

Keys: For your convenience, we provide two keys during the rental period. Occupants should lock anything they unlock and secure the unit before leaving the premises. If a key is lost or breaks notify the front desk immediately. A fee of \$5.00 will be applied for any keys not returned. Keys may be mailed back to the resort following your stay to avoid this charge.

Damage and Reckless Use: Just in case we missed something, note any damage upon check-in and report problems to the front desk promptly. Missing property or additional damage caused by negligence or willful acts noted after check-out will be charged to the membership account number on record.

Loss, Assumption of Risk: Usage and occupancy of the property may involve the risk of property damage or injury. The room's occupants assume all risk of injuries or damage, loss, theft or destruction of personal property for occupants and guests.

No Smoking: The resort is a smoke free facility; smoking is not permitted inside rental units under any circumstances.

Pets: Absolutely no pets are allowed in our non-pet friendly units, including pets of guests or visitors. Any pet found in a non-pet friendly unit will result in a fee for all expenses relating to cleaning, repairing, or replacement for any damage as a result of an unauthorized pet. In pet friendly accommodations, pets left unattended must be in a carrier at all times.

Little Critters: Unfortunately the Iowa Great Lakes is home to many little critters, especially during the summer and warmer months. Ants, spiders and mosquitoes are common invaders. We do our best to keep the pests away – all of our units are cleaned after every rental and all receive pest control treatments on a regular basis. An occasional line of ants does not mean the rental is infested or it has been poorly maintained. Consider storing food in the refrigerator or in sealed packages or containers. Be sure to clean up all areas where food is prepared and served, clean up spills and crumbs from snack foods immediately and don't leave dirty dishes lying around. The resort is not able to relocate you nor are we able to issue refunds or discounts due to bug sightings.

Mattress Encasements: Our full mattress encasements ensure you total protection from allergens, dust, dead skin, pollen, and dust mites. We provide both mattress and box spring protection for a completely healthy and allergy-free sleep environment. Encasement of mattresses and box springs also greatly aids in the early detection of bed bugs and can prevent the infestation of beds in the event that bed bugs are somehow introduced. For these reasons, removal of encasements will result in additional charges to the membership account on record.

Noise, Nuisance: Quiet hours are from lodge closing to lodge opening. The resort asks that all noise be kept to a minimum during this time period. Excessive noise, unauthorized or noisy pets, smoking inside rental units, more than

one complaint from a neighboring room, exceeding the occupancy limit, or any intervention by local police, may be cause for immediate eviction and may result in additional charges to the membership account on record.

Light Cleaning: No housekeeping service is included in your rental cost except for the cleaning upon your departure. You are responsible for light cleaning and returning the unit to its original condition. Any extraordinary cleaning required on our part, defined as any cleaning which exceeds the normal estimated time, will result in charges to the membership account on record.

Maintenance Refunds: All equipment in the unit should be in good working order. Please report any inoperative equipment to the front desk promptly. In the event that repairs are required to the unit for any reason, the resort retains the right to make repairs as necessary. A notice will be left informing you that entry was necessary. Entry for routine maintenance will require prior permission and will be done during reasonable hours. We will make every effort to correct any malfunctions or problems encountered, but no partial or full refunds should be expected for a/c unit or appliance mechanical failure as every good faith effort is made to ensure each rental unit is maintained to the highest standards.

Checkout: Check the unit thoroughly for your belongings. Upon check-out, please leave dishes washed, trash removed, and return the unit to its original condition. Return all keys to the front desk.

Oops, I forgot: If you left behind some personal item, please let us know and we will be happy to retrieve and return it to you. There is a \$5.00 fee, plus any applicable packaging, shipping or postage fees. Any items found in units that are not claimed within 30 days will be donated to charity.

LIGHT CLEANUP REQUIRED PRIOR TO CHECK-OUT

GENERAL

- Wipe down tables and chairs. Return all furniture to the location where found.
- Make sure all windows and doors have been closed and locked.
- Thermostat: Winter set heat to LOW/HEAT; Summer set a/c to LOW/COOL.
- Turn off lights.

KITCHEN

- All dishes, utensils, pots and pans washed, dried and returned to storage.
NOTE: THESE ARE NOT RE-WASHED PRIOR TO THE NEXT OCCUPANCY
- Sinks free of debris and rinsed.
- Refrigerator emptied.
- Coffee pot turned off, unplugged, cleaned and returned to location where found.
- Before placing toaster back into cabinet, open crumb tray on bottom and shake out crumbs.
- Rooms with microwaves: wipe out the inside.
- All countertops, stove, etc. wiped clean.
- All trash removed and taken to any on-grounds dumpster.
- Turn off lights, stove top, oven and exhaust fan.

