

RENTAL POLICIES

Lake Ozark Realty & Rentals Rental Policies

Important! Please read carefully.

Welcome to Lake Ozark Realty & Rentals! We are happy to assist you with your vacation planning and hope that your arrival and stay will be smooth and memorable. We realize there are many vacation rental options to choose from in the Lake of the Ozarks and we appreciate you choosing to stay with us! We hope that you find your condo to your satisfactory. To insure that your stay with us is enjoyable as possible, please make note of the following items:

*SOUTHWOOD SHORES Resort is located at: 150 SWS Drive, (MULTIPLE UNITS) Lake Ozark, MO 65049.

*THE FALLS is located at: 90 Falls Point Drive 2A UNIT # 90-2A, Lake Ozark, MO 65049.

*HERON BAY is located at: 1442 Nichols Rd# D-201, Osage Beach, MO 65065.

*PARKVIEW BAY is located at: 4800 Eagleview Drive, UNIT 115A, Osage Beach, MO 65065.

Please take a moment to review our rental policies below:

Reservations

Reservations can be made online 24/7 or by phone at 573-693-1400 during regular business hours. Our regular office hours are Monday through Friday between Labor Day and Memorial Day 8:00 AM until 4:00 PM CST. Each property has a maximum occupancy. Due to fire codes, the number of guests cannot exceed the maximum occupancy. Violation of this policy will result in eviction and possible cancellation of your reservation without a refund. No property will be rented to any vacationing students or young adults under the age of 25 unaccompanied by a responsible adult (parent or guardian) who will be at the property for the entire stay. We reserve the right to refuse bachelor, bachelorette, or other similar types of groups. Please note, due to zoning regulations within the city of Osage Beach, that reservations to groups of unrelated adults are prohibited in home/residential areas. Reservations made under false pretenses will be subject to cancellation or eviction with no refund given. Reservations require a 50% initial payment due at the time of your reservation. Payment may be made by Visa, Mastercard, or Discover. The remainder of your payment will be charged to the credit card on file on or around 30 days prior to your arrival date. Reservations made within 30 days of your arrival date must be paid in full via credit card. We will confirm your reservation with a **Paid In Full** folio emailed to you with your checkin information provided. All of our properties may be accessed with a 4-digit entry code and some may require a gate code. Your reservation will be automatically cancelled if we have not received your 50% initial payment within 10 days of your booking, unless other arrangements have been made. ALL CONDOS HAVE A 2 NIGHT MINIMUM RENTAL year round and a 3 night minimum for all Holidays. HOLIDAY IN-SEASON RESERVATIONS INCLUDING MEMORIAL/FOURTH OF JULY/LABOR DAY MUST BE PAID IN FULL AT THE TIME OF BOOKING AND ARE NON REFUNDABLE.

SWS BOAT/PWC OR ANY TYPE OF TRAILERS ARE STRICTLY PROHIBITED OR WILL BE TOWED AT YOUR EXPENSE*** You can put your boat in at Southwood Shores (ONLY insured for guests staying at SWS). Following is a list of names and numbers of places that will allow trailers to be stored at a daily fee: John @ High Performance Marina 573-216-4151, Anchor Marine (573) 365-2251, Alhonna 573-365-2634, the Lodge of Four Seasons Marina 365-8100 ext. 5. And the Grand Glaize Marina 573-348-1233 will allow you to leave trailer overnight. You can put your boat in at PB2 (City Public Beach #2) and they will allow you to leave your trailer for the day but you must move it before sunset.

Cancellation Policy

When you make your reservation, your chosen property is reserved and taken out of our inventory. The closer it gets to your arrival date, the more difficult it is to re-rent your property if cancellation is made. Should you need to cancel your reservation:

31+ days before arrival: refund of initial payment minus an administrative fee*

< 31 days before arrival: the entire amount in non-refundable

*Our administrative fee equals 5% of the amount paid, with a minimum of \$39.

Travel Insurance: We realize that on occasion our guests need to cancel for legitimate reasons like an illness, injury, or family emergency. We HIGHLY RECOMMEND that you consider purchasing travel insurance through a third-party provider for a nominal fee. More information can be found at www.vacationrentalinsurance.com or through other similar companies. If your cancellation is not eligible for a refund and you did not purchase travel insurance, you may have the option to move your PAID IN FULL reservation to dates sometime during off season, after Labor Day and before Memorial Day of the following year. You will need to choose new dates within 30 days of your cancellation request. If we do not hear from you within this time, your money will be forfeited. Please note that once you have paid any money toward your reservation, our cancellation policy goes into effect.

Check-in

Check-in is between 3:00 PM and 9:00 PM on your arrival date. Early check-in may be requested prior to your arrival date, however, due to housekeeping schedules, we may not be able to accommodate your request. All of our properties may be accessed with a 4-digit entry code. There is no need to stop by the onsite office. You will be able to proceed directly to your rental property. If you need assistance finding your property, contact our office and we will be glad to assist you. Please notify our office of any overlooked damage or problems immediately upon occupancy of your rented property otherwise you will be charged upon discovery.

Checkout

Checkout is by 11:00 AM on your departure date. Late checkout may be requested prior to your departure date, however, due to housekeeping schedules, we may not be able to accommodate your request. Please call to confirm 1 day prior to your departure (NOT the morning of departure.) To avoid any extra charges, please ensure that any damage is reported to our office prior to checkout, that all doors and windows are locked and secure, that the AC is set to Auto at 78 degrees (summer) or Heat at 55 degrees (winter), that all trash, including items in fridge/freezer, have been removed from the property and placed in the proper containers and that all used towels have been placed in one of the bathtubs or showers. If you fail to remove the trash from the property, you will be charged accordingly. The property should be left fairly clean and in the condition that you found it upon arrival. Should you not leave the property by 11:00 AM on your departure date, a late fee of \$200 per hour will be charged to your credit card, unless prior arrangements have been made. Should you choose to depart the property early, no refunds will be given for unused nights.

Departure Cleaning

Housekeeping will inspect your condo upon departure. Your property should be left in a responsible and tidy fashion. If the property is excessively dirty or if trash is left in the unit, you will be charged a departure cleaning fee of \$30 per hour and \$30 per bag of trash. If you require housekeeping during your stay, please make arrangements prior to your arrival and we will be glad to accommodate you for an additional fee. Intentional or negligent damage will be charged to your credit card. Extra cleaning of stained linens/towels, carpet cleaning and spills, hair dye in tub/shower or anywhere else, the cleanup of bodily fluids, such as vomit, feces, blood or urine, will be charged accordingly. All guests must have a valid credit card on file.

Pet-policy

A few of our homes/condos are pet-friendly, with prior approval on a case-by-case basis, with the following conditions:

- Nightly pet fee of \$15
- A one-time \$35 pet cleaning fee
- Maximum of one pet allowed
- You pick up after pets outside
- Do not tie pets to docks, decks, walkways, etc.
- Damage or extra cleaning due to pet hair, etc. will be charged accordingly

Most of our properties have a strict no pet policy

Upon departure, if evidence of a pet is discovered in any of our properties without having our prior approval, you will be charged a \$200 fee. This fee will cover the extra cleaning associated with having a pet in the unit. If there is damage resulting from a pet, you will be charged for the repairs or replacement in addition to the \$200 fee mentioned above. Our area also features a few pet boarding facilities. If this is something that you would be interested in, please let us know and we will be glad to assist you.

Fireplaces

Wood burning fireplaces are not to be used by the guest/renter and are for use by the owner only or for decoration. Electric/Propane fireplaces may be used by guest/renter.

NO Smoking Policy

All properties are non-smoking! While smoking is generally allowed outside and on the decks please ensure that all doors and windows are closed so that smoke does not enter the interior of the home or condo. Upon departure, if evidence of smoking is discovered, you will be fined and will also be charged a fee to ionize the unit and remove the smoke smell. If any burn marks are found, you will be fined and charged for repairs to furniture or carpet.

Maintenance & Emergencies

We make every effort to keep our condos and homes well maintained. Please check your property upon arrival, and if anything needs repaired, please report to our office immediately. Please remember that we are not a full service resort or hotel and do not offer a 24-hour maintenance staff. However, should the property have a mechanical failure, we will make every effort to rectify the situation as quickly as possible. Due to unforeseen circumstances, we cannot be held responsible for any mechanical failure of appliances or air conditioning prior to or during your stay. If such occurs, upon notification, we will contact the appropriate service person immediately to schedule the repairs. Depending on the time frame for repairs, if you wish to move to another property, arrangements can be made based on availability. If there are no comparable properties available, you will receive compensation for any remaining unused nights. During regular business hours, please call our office at 573-693-1400 to report any maintenance issues. Our After-Hours Emergency Number is 573-434-0928. Please only use this number for emergencies and save non-emergencies for the next business day. If you call the emergency number and get voicemail, BE SURE TO LEAVE A MESSAGE. We will call you back as soon as possible.

Property Rules & Regulations

All properties are privately owned. We ask that you respect the rental property and the other properties or units around you. You must abide by all the rules and regulations as outlined in your Welcome Binder, as well as those of any homeowner associations or condominium complex rules and regulations. Fireworks, kegs, and illegal substances are strictly prohibited at all our properties. Firearms are prohibited except where allowed by local or state regulations. Failure to abide by the rules and regulations can result in fines, charges, and/or eviction without a refund.

Standard Unit Furnishings

All units are equipped with WIFI, basic furniture, coffee pot, toaster, cooking utensils, dinnerware, towels, and linens. You are encouraged to bring your own beach towels, personal items, or additional linens if required and hair dryer. We provide a minimum amount of the following:

Bath & hand towels, washcloths, kitchen towel set, toilet paper, roll of paper towels, dishwasher tablets, kitchen trash bags, small can liners, toiletries (make up wipes, shampoo, hand soap, bath soap), full to partial bottle of dish soap, box of tissues, 2 coffee/filter packs

If you will need additional paper/soap items, you will need to bring them with you or purchase after you arrive. All homes and condos are equipped with heat and air conditioning systems, WIFI and TVs. Most properties have a washer & dryer, dishwasher and an electric or gas grill, with propane. If these items are important to you, please verify the property you have reserved includes them.

Televisions

All our homes and condos are equipped with either basic cable, satellite or streaming capabilities. Each property is equipped by the individual owner, and therefore will vary from property to property. Some properties will have a TV in every room, while others will only have it in the living room. If these items are important to you, please verify the property you have reserved includes them.

Internet & Telephone Service

All our homes and condos are equipped with wireless internet access. Our properties do not have landline phones.

Locked Cabinets, Closets and/or Tubs

Locked closets and/or tubs are the private property of the homeowner and/or management company. They are not included in your rental. Please respect these locked areas. If any evidence that the closets or tubs have been opened, or if items are missing after guest occupancy, you will be charged accordingly. There will be a minimum \$500 fine for breaking into any locked closet or tub.

Parking & Parking Passes

Parking is limited at each property. Please inquire about the number of parking spaces available before your arrival. If you are bringing more vehicles than allotted at your property, you are welcome to park an extra vehicle at our office location in Osage Beach.

Many properties require parking permits/passess. These will be provided in the unit upon arrival and must be displayed in your vehicle for the duration of your stay. Failure to display parking passes could result in your vehicle being towed. (We will NOT be responsible for any costs associated with towed vehicles.) Be sure to leave the parking passes in the unit upon your departure to avoid being charged for them.

Lost & Found

Your Lake Vacation will NOT be responsible for any personal items left behind at the rental property. We will make a reasonable attempt to locate any reported lost items. Items will be shipped at your expense. There may be an additional surcharge for locating, retrieving, and shipping items. Items not claimed within 30 days of departure will be discarded or donated to a local charity.

I HAVE READ AND AGREED TO THE RENTAL POLICIES.