



TERMS AND CONDITIONS

RESERVATION, CONFIRMATION & SECURITY/DAMAGE DEPOSIT

A security/ reservation deposit is required to hold your reservation. However, **the charge is not processed if you provide your credit card information and authorization**--whether you are paying by check or credit card. We must receive payment of the deposit by check, or receive your credit card information and authorization; and a fully signed and dated copy of this Rental Agreement; within 2 days of your receipt of a Rental Agreement. Upon return of your completed Rental Agreement to White Pines, a Confirmation will be emailed to you, and your room will be officially reserved.

The balance of the rental payment is due 60 days prior to your arrival date, and can be deposited or charged to your credit card any time after becoming due. Once we receive full payment for your reservation, we will email you a Check-In and Information Guide. Failure to make payments when due will result in cancellation of this Rental Agreement and your reservation.

Upon your arrival, the security/reservation deposit converts to a damage deposit. If the following provisions are met, your credit card will not be processed for charges against your deposit. If you paid the deposit by check or otherwise: your deposit, minus any charges for the following, will be refunded and credited or mailed to you within ten (10) days of your departure :

- No damage is done to the condominium or its contents
- No linens or household items or other items are missing
- No Pets have been in the property
- No Smoking has occurred in the Property
- No housekeeping, maintenance, service, linens or supplies were ordered from the front desk.

CANCELATIONS

If you cancel more than 60 days before check-in there is a \$200 cancellation fee, and the remainder of your reservation/security deposit will be returned or not processed.

If you cancel less than 60 days before your arrival date, but more than 30 days prior to your arrival date, you will forfeit or be charged your reservation/security deposit & cancellation fee.

If you cancel less than 30 days before check-in, you will forfeit and be charged for all rental payments.

However, White Pines will make every effort to re-book your reservation. If re-booked , you will be refunded 90% of the replacement rental revenue received.

After arrival or the first day of rental, there will be no refunds for any reason.

No credit will be given for shortened stays due to late arrival or early departure, for any reason.

No cancellations due to weather or lack of snow.

CHECK-IN/OUT PROCEDURES: *Check-in is after 4:00 p.m., Check-out is before 11:00 a.m.*

There is only a 5 hour window to completely clean, disinfect and set up the room for the next guests.

Please respect this work schedule. Do not arrive early, and please check out on time.

Checkout procedures: Prior to checkout, all dishes and cookware should be washed and put away. Remove all trash and return any moved furniture back to its original position. Please do not place bed linens or towels in the hallways or allow housekeeping to remove them from the room. They do not belong to the Lodge or Condominium Association. Before leaving, set all three thermostats to "Off". Make sure all doors and windows are locked and shut. Return the keycards and check out at the front desk.

White Pines is not liable or responsible for personal items left behind, lost or stolen. If you leave

an item after checking out and wish to have it returned, call us as soon as possible and we will arrange for shipment. We will inform you of the shipping cost and with your approval, either charge the expense to your credit card, or deduct it from your deposit refund, to cover the shipping expense.

HOUSEKEEPING, MAINTENANCE, SERVICE & SUPPLIES

When you arrive, the condominium will be clean and set up with bed linens and bedding. As a courtesy we have also included the following list of supplies to accommodate the appropriate amount of guests: Bath towels, hand towels, wash clothes, coffee, tea, sweeteners, paper towels, dishwasher soap, hand soap, toilet paper and laundry soap. Each room is also supplied with a hair-dryer, iron & board, vacuum cleaner and various cleaning supplies and equipment. **Daily housekeeping is not provided.** However, it can be arranged if requested in advance of your stay—at an additional cost depending upon the level of service requested. The departure cleaning provided by the Owner is intended to clean the room after normal use during your stay. If extraordinary housekeeping is required due to an excessively dirty and/or abused room, you may be charged an additional housekeeping fee.

PLEASE DO NOT CALL THE FRONT DESK FOR HOUSEKEEPING, SERVICE, SUPPLIES, MAINTENANCE, BLANKETS, PILLOWS OR BED AND BATH LINENS. THE LODGE MAY CHARGE A FEE TO COME TO THE ROOM FOR ANY REASON—AND YOU MAY BE CHARGED FOR IT. PLEASE CALL US DIRECTLY AT (801) 865-3175 or (801)865- 3176

RULES & REGULATIONS:

This Agreement may be terminated with forfeiture of security deposit and without refund--for violation of the Rental Agreement or the Rules & Regulations.

- The condominium has an advertised maximum occupancy which cannot be exceeded
- This is a non-smoking condominium. Violation of the non-smoking policy will incur a \$200 fine, and Renter may be charged for the expense if additional cleaning is necessary to remove smoke odors from the premises or its contents. The owner might also seek restitution if the violation causes loss of income from a subsequent guest's cancelation, credit or room change.
- No pets are allowed, except seeing eye dogs with prior authorization & deposits.
- The swimming pool and hot tubs in the common area and the whirlpool tub in the room are provided for the enjoyment of guests. Children should have constant adult supervision.
- House Parties are strictly prohibited and grounds for immediate eviction. Any drug use on the property, or any disturbance, annoyance, endangerment, or inconvenience of the neighbors; or use the premises for any immoral or unlawful purposes, or violation of any law or ordinance or waste or nuisance on or about the premises—by the Renter or guests thereof-- will immediately terminate Renter's occupancy and Rental Agreement .
- Owner may supply games etc in the room; however some games or décor may have small pieces that are not safe for young children. Do not allow young children to play unsupervised.
- Please do not bring on the premises any pesticides, cleaning products, aerosol sanitizers, air fragrances etc. **DO NOT USE LIQUID PLUMBER OR THESE TYPES OF PRODUCTS.**
- Owner or Owner's Agent may enter the premises immediately in the event of an emergency, in order to perform repairs and/or maintenance; & for normal maintenance with 24-hours notice.

- Renter agrees to accept the rental property upon arrival, provided it meets the basic description as advertised. Renter should inspect the premises upon arrival, and any damage or notable conditions should be reported to Management within three (3) hours of Check-In. Renter acknowledges that the premises will be inspected by Management upon departure, and any loss and/or damage to the Property will result in a charge for the repair or replacement value.
- Renter shall be responsible for all damage, breakage and/or loss to the premises, except normal wear and tear and unavoidable casualties (deemed by Managers of Property) which may result from Occupancy. Renter agrees that all pipes, wires, glass, plumbing, household contents, etc., other equipment and fixtures will be in the same condition as at the beginning of their stay; reasonable wear and tear and damage unavoidable fire and casualty being the only exception.
- Renter agrees to indemnify and save Owner and Management harmless from all liability, loss or damages arising from any nuisance or harm made or suffered on the leased premises by Renter, Renters guests or invitees. Also from any carelessness, neglect, or improper conduct of any persons entering, occupying or visiting the apartment or premises while rented by Renter..
- This Agreement or reservation may not be assigned or the property leased or sublet.
- There may be circumstances beyond Manager's or Owner's control, in which the property might become unavailable or unsuitable for this reservation. In the event of unavailability/unsuitability, the Management Company will do its best to make alternative arrangements where possible. If not, or if the alternative arrangements are not acceptable to Renter, then Management will cancel this reservation and refund all monies paid. This will be the full extent of Management or Owner's liability to Renter, and Management Company and Owner will not be responsible for any other costs connected with any such cancellation.
- Any exceptions to these Rules and Regulations, must be approved in writing in advance.
- Rates, terms taxes and conditions are subject to change without notice.
- If a personal check is returned for non-sufficient funds, you will be charged a \$25 NSF fee.
- No subleasing, assignment of Rental Agreement, lease or subletting is allowed.
- In the event of litigation or arbitration arising out of or related to this Agreement the prevailing party shall be entitled to its expenses and costs associated with such litigation or arbitration, including reasonable attorney's fees and costs, and the expenses and costs associated with collecting upon a judgment.