

Guest Agreement for Highland Heaven
42 Breezeway Drive, Asheville, N. C. 28803

Owners: Joan and Woodberry Bowen
5101 White Oak Drive, Lumberton, NC 28358

Guests are: _____

Address: _____

Date reserved: _____

Owner and guest(s) agree for good and valuable consideration to the following:

1. Check in time is 4 PM EST and check out is noon EST, unless other plans have been agreed upon.
2. This is a NONSMOKING rental. If there is any evidence that someone in guest's party has smoked during their stay, \$200 will be charged to guest's account.
3. Pets are permitted with prior approval and with a \$15 **daily/\$100 weekly** pet fee. Guests are responsible for cleaning up any and all pet refuse, both in and outside the lodge. All pets must be up to date on vaccines, including rabies, and they must be treated with a topical flea and tick repellent no more than three weeks prior to arrival. The home owners assume no responsibility for illness or injury that may occur to pets or humans while on the premises.
4. **DAMAGE DEPOSIT:** A valid credit card, with expiration date and security code must be on file at least a month prior to arrival. No damage charges will be made as long as:
 - a. No damage is done to lodge or its contents, or to the property, beyond normal wear and tear.
 - b. All soiled dishes/glasses are placed in the dishwasher and cleaned before departure.
 - c. No linens/kitchen supplies are lost or damaged.

d. If there is any problem with the condition of the lodge upon guest's arrival, immediately notify Pamela Santi (Cleaning service) at 828-582-0295. Otherwise, we will assume that any damage occurred during guest's stay.

f. Outside grill is cleaned if used during stay.

g. Thermostat on main floor will be set by guests to conserve electricity upon departure (details in second letter, sent separately).

h. Responsible adult reserving the home is at least 25 years old.

All credit card information will be destroyed after guest's departure and cleaning service verifies that the lodge was left in satisfactory condition when they arrived.

5. CANCELLATIONS: \$200 reservation deposit and balance, if already paid, will be refunded ONLY IF the same time can be rented in its entirety to another party. Early departure/late arrival does not warrant any refund of rent or deposit. You may choose to purchase travel insurance separately.

6. Towels and linens are provided at the lodge for guests' use. They are NOT to be used as rags; there are old towels left above the dryer on the main floor for that purpose.

7. FIREPLACES: Do NOT throw any combustibles on the gas fireplace in the great room. This can cause an explosion/house fire due to damaged gas line.

8. STORM POLICY/ROAD CONDITIONS: No refunds will be given for storms or winter weather.

9. WATER AND SEPTIC: The home is on city water but a septic system. Please scrape used plates and throw away kitchen scraps rather than sending down the disposal. While the septic system is effective, it can clog up if improper material is flushed or sent down the drain.

10. Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

11. WRITTEN EXCEPTIONS: Any exception to the above mentioned policies must be approved in writing in advance.

