

# GUEST POLICY AGREEMENT

## Please read and understand ALL policies

Thank you,  
Turner & Turner Management

### Policies

This agreement constitutes an agreement between Turner & Turner, agent for the owner of rental property. All properties managed by Turner & Turner are individually owned and furnished according to the preferences of the owner. Signed rental agreements, registration / cleaning fee, and refundable damage deposits are required for all rentals. All rental policies and procedures are subject to variations and exceptions according to individual property owner's specifications. Policy variations will be noted in the property description page for each property.

Rental agreements stipulate that the use of a Turner & Turner property is limited to; the agreed upon calendar dates, number of people listed in the rental agreement, that smoking is not permitted inside rental units, pets are not allowed on the rental property, and house keeping services are not provided during your stay. The use of, tents, campers, and motor homes, are not allowed on the property.

Qualified renters must be 25 years of age or older. Strict adherence to maximum guest numbers will be enforced. If you exceed the maximum occupancy for any Turner & Turner property you will be evicted and you will forfeit your entire rental amount and security/damage deposits. Turner & Turner provides vacation accommodations for "family groups" and is limited to their use only. Use of Turner & Turner property(s) for "special events" such as weddings & associated receptions and gatherings is not allowed. Rentals to groups of unmarried person(s) such as: sororities, fraternities, college & high school graduations, etc., are also specifically prohibited.

Turner & Turner will make every reasonable effort to have any malfunctioning appliances (air conditioners, hot tubs, dishwashers, televisions, etc.) repaired during the stay, no refunds for inoperative appliances, which were repaired or replaced in a timely manner, will be offered or expected.

If (prior to arrival date) Turner & Turner learns that the property rented has become unable to rent for any reason, Turner & Turner will notify the pending renter, as soon as possible, and will attempt to find a suitable replacement location. If a replacement property is not found or agreed upon, Turner & Turner will promptly refund all money paid for the cancelled reservation.

If a property becomes unusable during a vacation reservation, Turner & Turner will attempt to find a suitable replacement location. If a replacement property is not found or mutually agreed upon, Turner & Turner will promptly refund all money for the unused remainder of the reservation.

### Rates

Rates and minimum stays vary according to each property owner's wishes. We reserve the right to change quoted rates prior to confirmation of any reservation. Rates are subject to change without notice and are itemized with each property listing.

### Registration Fees and Taxes

Chelan County's base tax rate is .08%. Properties located in the un-incorporated areas of Chelan County are subject to an additional .02 % bed & breakfast tax; properties within Chelan City have a .03 % bed & breakfast tax. Properties located in Douglas County are taxed .076 %. Applicable registration {booking / cleaning} fee for each property is posted, on each of each property's rate schedule.

### Check-in / Checkout Procedures

Check-in time is 5:00 PM or later. Checkout time is 10:00 AM or earlier. Strict adherence is required w/ additional fee(s) applied for failure to comply. With a confirmed booking, registered guests will be provided with complete information regarding arrival & departure procedures.

## Booking Procedures and Payment Schedule

Reservation payment must be made by the same person, in whose name the reservation was made, and whose initials & signature will also be required on the rental policy agreement. Turner & Turner will hold the booking date upon receipt of signed rental agreement and deposit.

With booking approval, a reservation deposit is required with a major credit card, and a tentative reservation is then listed. A rental agreement will be e-mailed / sent by Turner & Turner to the listed renter for a signature. The rental agreement must be signed and returned to confirm reservation within ten (10) days and, in all cases, prior to the arrival date for the reservation.

If renter chooses to opt out of the rental agreement within that initial 10-day period a \$50 processing fee will be applied for cancellation. If renter chooses to opt out of the rental agreement after the 10-day period loss of entire deposit will occur.

Turner & Turner must receive the total rental amount ninety (90) days prior to the occupancy date. In the event that a reservation is made less than 90 days prior to the arrival date, then the total rental amount is due at the time of booking. Payments made within 30 days of arrival are to be made with guaranteed funds (certified check, cashier's check, money order, cash). Payments made at check-in may incur an additional \$10 handling fee.

If final payment is not received by the date due, Turner & Turner will attempt to contact the listed tenant by which ever correspondence method(s) were provided by the tenant to advise them that payment is past due. If a response regarding final payment is not received by Turner & Turner within fourteen (14) days of "notice due", this agreement may be considered cancelled by the tenant and Turner & Turner will then proceed with the cancellation policy.

## Cancellation Policy

The security/damage deposit per property is non-refundable if this reservation is canceled. If the reservation is cancelled after the rent payment is due and has been paid in full, 80% of the rental amount paid (excluding the security/damage deposit) will be refunded if the property is re-booked. If the property remains vacant for that time period, 50% of the rental amount (excluding the security/ damage deposit) will be refunded.

## Damage/Security Refund Policy

Tenants are responsible for any damage that may occur during their stay. Liability is not limited to the deposit amount. If damage caused by the tenant to any part of the rental property exceeds the amount of the damage/security deposit, tenant understands and agrees that they are responsible to pay the additional cost for replacement or repair of damaged items. Tenants and their guests agree to adhere to local laws, applicable condo rules and regulations, to not disturb the peace, keep the property in a clean and sanitary condition, and will comply with the no smoking and no pets rule. Tenant agrees to follow checkout procedure {posted in unit} such as: remove garbage to outside receptacles as indicated, and leave the kitchen clean with all dishes washed and put away. Missing keys are \$25.00 each, garbage removal \$25.00, kitchen cleaning \$25.00, extensive carpet cleaning \$50.00. If applicable, the above listed amounts will be deducted from your security deposit refund. The damage / security deposit will be refunded promptly {within 14 days} if the property is vacated undamaged and with the inventory intact.

## Eviction Policy

Tenants are subject to immediate eviction and removal from the rental property for the following infractions: (1) Smoking inside rental. (2) Pets on the rental property without prior approval written on this agreement. (3) Number of occupants exceeds the number of contracted guests. (4) Complaints of noise, loud music, foul language, or otherwise disturbing of the peace. (5) Use of tent(s), campers, or motor homes on the rental property. The entire amount of rent and security/damage deposit fee will be forfeited if eviction occurs.

## Hold Harmless

The tenant and guest, heretofore agree to indemnify and hold harmless Turner & Turner and represented property owners from and against all claims, demands, loss, liability of any kind and character, including cost of defense, arising out of or in any way connected with the tenant's use of the property: in the event tenants or guests suffer personal / physical / property damage, injury, or loss. Turner & Turner and property owners are not responsible for lost, stolen or damaged items.

Signed: \_\_\_\_\_

Printed Name: \_\_\_\_\_

***Signature required - Policies and Procedures have been read and are understood.***