

# Vacation Rental Services of North Georgia

## Guidelines/Rental Procedures

### **Important Information: Please Read**

Please notify the Rental Agent immediately if anything in the home is not working properly. Even though we make every effort to insure that everything is in good working order, from time to time malfunctions occur. We will attempt to dispatch a repairman promptly. However, this is sometimes not possible on weekends and holidays. If we are unable to correct the situation during your visit, we will attempt to place you in a comparable cabin. **Upon departure from the property, please be sure all windows and doors are locked.**

### **Telephone:**

Our local telephone number is **706 896-8306**. Please use this number to contact us during your stay. If there is an emergency and you do not get a timely response, you may contact us at **(706) 970 0710** and someone will contact you as soon as possible.

\*\*\*\*\* **IN CASE OF MEDICAL EMERGENCY CALL 911** \*\*\*\*\*

All properties have a long distance block. You will need to use your calling card if you need to make a long distance call. If you have any questions you may refer to the long distance calls flyer contained in the guest information book placed in each property.

### **Smoking:**

Please respect the no-smoking rule in the properties that are listed as non-smoking. Evidence of smoking in a non-smoking property will result in forfeiture of deposit or a charge to credit card. If you smoke outside, please dispose of cigarette butts properly. Help us keep our beautiful natural settings clean.

### **Pets:**

Prior arrangements must be made for all pets due to the fact that only certain properties permit them. We also ask that you respect the same rule above where pets are concerned in properties that are listed **NO-PETS**. For the properties that do except pets, we ask that you not allow them on the beds, furniture or leave them unattended in the property. Sorry, but cats are not allowed in any of our properties.

### **Heat/Fireplace:**

During the winter months, please leave the heat set on 55 degrees at check-out unless otherwise instructed.

**Wood:** You can purchase fire wood and starter logs at local stores in the area. Make sure dampers are open before starting. Please make sure safety screens are left closed. Upon check out all fires must be extinguished. **FIRES ARE NOT PERMITTED DURING THE SUMMER MONTHS.**

**Gas logs:** If the pilot light to your gas log fire place is not lit upon you arrival, check for instructions on the fireplace. If fireplace is remote controlled always use the remote to control the flame. If no instructions are posted, place the control knob on pilot position. Press control knob in then press igniter button. You should see the pilot light. Hold control button down for about 30 seconds. To light logs, let control knob out and turn counter clockwise to desire setting. Once the pilot light is lit, please leave it on unless otherwise instructed. (Pilot light should stay lit unless you turn control knob to the off position).

### **Fireworks:**

Only "Sparklers" & other fireworks legal in the state of Georgia, are permissible. No fireworks of any kind are allowed at cabins that are located in a development with neighboring houses or cabins. Please be considerate of your neighbors!

### **Campfires:**

A few of our cabins have campfire rings. Otherwise, campfires are not allowed. Remember you are in the woods and never leave a campfire unattended! **Extinguish with water before going to bed.**

### **Water Heaters**

If you experience a problem with no hot water check the breaker panel to be sure the breaker switch isn't in the off position. If the breaker is in the on position and you do not have hot water, call the rental agent at 706 896-8306 or the emergency phone/pager at 706 970-0710. If several people are planning to bathe, you will need to allow time between for the water heater to recover.

### **Hot Tub Procedures**

1. Please do not use bubble bath or soap of any kind in the hot tub. Failure to adhere to the rule will result in either forfeiture of you deposit or a charge to your credit card. The use of any type of candle in the hot tub is prohibited.
2. Do not turn you hot tub to the maximum temperature. This will cause an overload and your hot tub will no longer work.
3. Elderly person, pregnant women, infants and those with health conditions requiring medical care should consult a physician before using a spa or hot tub.
4. Children under the age of 10 are not allowed in the hot tub. Unsupervised use by children over 10 is prohibited.
5. Do not use the spa or hot tub while under the influence of alcohol, tranquilizers or other drugs that cause drowsiness or raise or lower blood pressure.
6. Do not use alone or when water temperature is greater than 104°F.

7. Long exposure may result in nausea, dizziness or fainting. Observe reasonable time limits of 10 to 15 minutes, then leave the water and cool down before retuning for another brief stay.
8. In case of emergency call 911.
9. When the spa/hot tub is not in use and upon check out, the cover must be securely in place. Failure to follow this rule will result in either forfeiture of you deposit or a charge to your credit card as high winds tend to blow the covers off, damaging them.
10. Please report any spa/hot tub problems immediately to Vacation Rental Services at (706) 896-8306.

### **Check-Out Instructions**

**Time:** Check-out time is **11:00am**.

**Keys: PLEASE REPLACE THE KEY IN THE LOCKBOX (ANY EXTRA KEYS ON THE KITCHEN COUNTER) WHEN YOU DEPART, BEING SURE TO LOCK ALL DOORS BEHIND YOU.** You are not considered "checked out" if all keys have not been left at the property. If you would like to find out if a late check-out is available, you may call the Rental Agent **the day before** you depart, if not pre-approved for a late check-out. Lost keys will result in a charge to the Guest for changing the locks on the property, for security reasons.

1. Please leave all used beds, including sofa sleepers, unmade. It is not necessary to remove the linens.
2. Leave the home in neat order. Furniture is not to be moved! Any trash should be picked up, bagged, placed in cans and securely covered.
3. All dishes, pots & pans, etc. must be washed (& put away if time permits).
4. The spa/hot tub cover must be securely in place. Failure to follow this rule will result in an additional charge to your credit card as high winds tend to blow the covers off, damaging them & the cost of replacement is up to \$300 (at cost!)
5. Turn off all lights, fans and appliances and set air conditioners up to 78 degrees in summer and heat set to 50 in winter months.
6. Please extinguish all fires in the fireplaces and make sure safety screens are closed.
7. All garbage must be placed in the outside cans. If the garbage exceeds the cans provided, make sure the excess is bagged properly and left inside the home. This will prevent animals from scattering any garbage.
8. **Finally: Please make sure all windows & doors are locked upon departure! Failure to do so would allow for unauthorized entry after your departure and you will be held responsible for any damage or loss.**