

Lake Hamilton Lake House Rental Rules and Regulations

188 Lake Hamilton Drive, House #1,

Hot Springs, Arkansas 71913

1. **CHECK-IN TIME IS AFTER 3 P.M. CST AND CHECK-OUT IS 11 A.M. CST.** No early check-ins.
2. This is a **NON SMOKING** unit. Smoking is permitted only outside the unit. Any form of smoking found within the unit may incur a charge from the security deposit.
3. Pets are not permitted in house unless approved by owners. Additional cleaning fee will apply.
4. We will not rent to vacationing students or singles under 25 years of age unless accompanied by an adult guardian or parent.
5. **DAMAGE/RESERVATION DEPOSIT-** A damage/security deposit of \$200 is required to reserve dates. This must be received to book the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT applied toward rent; however, it is fully refundable within (14) days of departure, provided the following provisions are met.
 - a. No damage is done to unit or its contents, beyond normal wear and tear.
 - b. No charges are incurred due to contraband, pets or collection of rents or services rendered during the stay.
 - c. All debris, rubbish and discards are placed in dumpster, and soiled dishes are placed in the dishwasher and cleaned. One load of laundry is started.
 - d. All keys are left in the key lock upon departure.
 - e. All charges accrued during the stay are paid prior to departure.
 - f. No linens are lost or damaged.
 - g. No early check-in or late check-out (unless requested and available).
 - h. The renter is not evicted by the owner (or representative of the owner), the local law enforcement, the security company employed by My Complex.
6. **PAYMENT** - Full payment of the rental rate is required 30 days before arrival. Please make payments via credit card directly on our secure web site.
7. **CANCELLATIONS** - A thirty (30) day notice is required for cancellation. Cancellations that are made more than thirty (30) days prior to the arrival date will incur no penalty. Cancellations or changes that result in a shortened stay, that are made within 30 days of the arrival date, forfeit the rental rate. The security deposit will be refunded. Cancellation or early departure does not warrant any refund of rent or deposit.
8. **MONTHLY RESERVATION CANCELLATIONS** - Monthly renters must cancel sixty (60) days prior to check-in. Monthly renters who make a change that results in a shortened stay must be made at least thirty (30) days prior to check-in.
9. **MAXIMUM OCCUPANCY** - The maximum number of guests is limited to four (4) persons (unless approved by owners).
10. Longer minimum stays and rates may be required during holiday periods.
11. **INCLUSIVE FEES** - Rental rates also incur a required Arkansas lodging tax of 8.5%. This is calculated in your payment. You are also responsible for the cleaning fee (the service costs \$50). The service increases

to \$100 if a pet is agreed upon.

12. **NO DAILY MAID SERVICE** - While linens and bath towels are included in the unit, daily maid service is not included in the rental rate however is available at an additional rate. We suggest you bring beach towels. We do not permit towels or linens to be taken from the units.
13. **RATE CHANGES** - Rates subject to change without notice.
14. **FALSIFIED RESERVATIONS** - Any reservation obtained under false pretense will be subject to forfeiture of deposit and/or rental payment, and the party will not be permitted to check-in.
15. **WRITTEN EXCEPTIONS** - Any exceptions to the above mentioned policies must be approved in writing in advance.
16. **HURRICANE OR STORM POLICY** - No refunds will be given unless:
 - a. The National Weather Service orders mandatory evacuation in a "Tropical Storm/Hurricane Warning area" and/or
 - b. A "mandatory evacuation order has been given for the Tropical Storm/Hurricane Warning" area of residence of a vacationing guest. The day that the National Weather Service orders a mandatory evacuation order in a "Tropical Storm/Hurricane Warning," area, we will refund:
 - c. Any unused portion of rent from a guest currently registered,
 - d. Any unused portion of rent from a guest that is scheduled to arrive, and wants to shorten their stay, to come in after the Hurricane Warning is lifted; and
 - e. Any advance rents collected or deposited for a reservation that is scheduled to arrive during the "Hurricane Warning" period.

By confirming payment for this rental you agree to the rules and regulations outlined in the above contract.