



RENTAL POLICIES AND PROCEDURES

Our office is located at 13595 Booker T. Washington Hwy, Suite 100 Moneta, VA. Our location is 3 miles from Hales Ford Bridge in the Westlake Business District. To make a reservation, please call us at 866-721-9797 and one of our reservation specialists will help you find the perfect vacation home. Check our website www.rsirentals.com for up to date listings of all of our homes and for any Internet Vacation Specials.

Reservations

Our advertised rental rates include a cleaning and reservation-processing fee. All reservations are subject to Virginia sales tax of 5% and a 5% County accommodation tax. Taxes are subject to change without notice, and any increases in taxes will be added to the rental amount. Taxes, a \$300.00 refundable security deposit or a \$50.00 non-refundable limited damage waiver will be added to the rental amount when calculating the total amount due. Our rates are broken into 3 seasons: Season, Mid Season (spring and fall), and Off Season (winter). Holiday rates may differ from the rate of the season the holiday falls in. Please call our office for holiday rates.

All rentals are from Saturday to Saturday in the summer season. In the mid and off seasons, nightly rentals are allowed in many of our units, but there are nightly minimums that must be adhered to. Holidays require a minimum of a three (3)-night stay or more, depending on the unit.

You must be 25 years of age or older to make a reservation, and the leaseholder must occupy the property for the duration of the lease. Non-chaperoned groups are not allowed. The leaseholder may be required to present a valid picture ID upon check in. Should a group misrepresent themselves, they will be evicted immediately without refund.

Once a reservation is made and payment is processed, the reservation becomes legal and binding. The contract is then subject to our cancellation policy.

A Reservation Confirmation and Guest License Agreement (rental contract) will be mailed to you when your reservation is processed. Please read the guest license agreement carefully, as it is a binding contract. Call our office if you have any questions regarding any of the terms of the contract or our policies and procedures. Please sign and return it within 14 days of receipt. Signing the Guest License Agreement acknowledges that you agree to honor all terms of the rental contract, and agree to abide by all policies and procedures of RSI Rentals Inc. No changes can be made to the Guest License Agreement without express permission from RSI Rentals Inc. We must have a signed Guest License Agreement in hand before we can allow access to the rental home.

Cancellation

All cancellations must be in writing. All monies paid are non-refundable if a reservation is canceled and we are unable to re-rent the unit. If we are able to re-rent the unit and secure the same monies for the property owner, all monies paid by the canceling party will be refunded excluding a \$50.00 reservation-processing fee. Any change of dates in same unit must be made within 7 days of original reservation. We make every effort to match the needs of our clients with the appropriate home. Please review all unit information and make your selection carefully, as transfers are not permitted.

Travel Insurance

To make your vacation as worry-free as possible, RSI Rentals, Inc. highly recommends AIG-Travel Guard's Vacation Rental Protection Plan. Coverage includes (but is not limited to) trip cancellation and interruption benefits, medical and medical evacuation benefits, and 24-hour emergency travel assistance. Please contact us for a detailed description of coverage or to purchase a policy.

Occupancy

The maximum number of persons allowed in the vacation home is listed at the bottom of the Guest License Agreement. Occupancy is determined by county mandated regulations. Children are counted in total occupancy unless they are under the age of two (2). Any party exceeding this number may be evicted without a refund.

Payment



When a reservation is made, one half of the total reservation amount is due plus the security deposit or limited damage waiver and is required to be placed on a credit card, Visa or MasterCard. The balance must be paid in full 14 days prior to your arrival date. The date the balance is due will be noted on your Reservation Confirmation. Please mark your calendar with your payment due date, as we do not send out reminders. We accept Visa, MasterCard, Cashier's Checks, personal checks or money orders for payment of balances due. All personal checks must clear our bank 2 weeks prior to your arrival. A \$45.00 fee will be charged for all returned checks. If full payment is not received at least 14 days prior to arrival, the leaseholder agrees that the reservation balance will be charged to the credit card on file. If, at this time, we are unsuccessful in collecting final payment, the reservation will be canceled and will be subject to our cancellation policies.

If a reservation is made within 14 days of arrival, full payment is due at the time of reservation. Payment for a reservation made within 14 days of arrival must be paid with Visa or MasterCard. Personal checks will not be accepted.

All monies are placed in an interest bearing escrow account, and all interest earned is the property of RSI Rentals Inc.

Non-Availability Procedures

RSI Rentals Inc. makes every effort to guarantee the availability of your chosen unit. If, however, the unit becomes unavailable for reasons beyond our control, we reserve the right to transfer you to comparable accommodations.

Refundable Security Deposit

If a \$300.00 refundable security deposit is selected for a reservation, guests will be charged for any damages to the unit; missing items, additional cleaning, carpet stains, occupancy exceeding the limit, moved furniture, late check-out, failure to leave unit keys at departure, trash left in unit, etc. Any damages exceeding the \$300.00 security deposit will be charged to your credit card on file. The units are cleaned and inspected after each departure. If the inspection results in retention of the security deposit, documentation will be sent along with any remaining balance. We ask that you please inspect the unit upon your arrival and report any concerns or damages immediately. ALL SECURITY DEPOSITS ARE MAILED IN THE FORM OF A CHECK ON THE 10th OF THE FOLLOWING MONTH AFTER DEPARTURE DATE.

Nonrefundable Limited Damage Waiver

If a nonrefundable \$50.00 Limited Damage Waiver is selected for a reservation, guests will be covered up to \$1,000.00 for any damage to, or theft of real or personal property of the rental property as a result of **inadvertent** acts or omissions. **Intentional** theft, acts of destruction, or disrespect of the property resulting in damages and/or additional cleaning, as well as failure to remove trash from the property are not covered by the Limited Damage Waiver and will result in additional charges to your account. The Limited Damage Waiver excludes any damages resulting from pets; these damages will result in additional charges to your account.

Check-In

In the summer season, check-in is on Saturday between 2:00 p.m.-5:00 p.m. With the size and complexity of the homes, our housekeepers need every minute of the summer seasons 9:00-2:00 window to ensure the cleanliness of your vacation home. We know you are excited to get started with your vacation, but please do not interfere with their work by arriving at the home early, or asking for an early check-in. No members of your party are allowed to be on the property of your vacation home before you have checked-in at our office, received the keys, and told it is permissible to proceed to your unit. For spring, fall, and winter rentals, we can be much more flexible with check-in days and times. Upon check-in, you will receive a rental notebook with keys to your rental unit, pertinent information about your rental home, the Smith Mountain Lake area and RSI Rentals Inc. It is extremely important that you review and familiarize yourself with all information in the rental notebook. You will be provided with two (2) sets of keys to each rental unit.

Late Arrivals

If you will be arriving to the Lake after office hours, please call our office as soon as possible to let us know. You will then be instructed where to pick up your rental notebook and keys. We do not allow "after hours" check-in if your signed Guest License Agreement has not been received and/or your account is not paid in full.

Checkout

Checkout is 9:00 a.m. NO EXCEPTIONS! These times must be strictly adhered to so that the property can be prepared for the next guest. Please make sure the following items are completed prior to leaving the property:

- Wipe out and empty the refrigerator and the cabinets of all items you brought to the unit.
- Wash and properly put away all dishes.
- The incoming guests appreciate the courtesy of a clean grill.

- Please make sure when removing your linens from the beds, that any mattress pads, pillows, pillow cases, etc. belonging to the unit are left in the unit. If you utilized the linen service for your vacation, please remove the linens from the beds and place them in the linen bag provided.
- Please remove all trash from the unit. Directions to the nearest trash dumpsters are provided in your rental notebook. Failure to remove all trash from the unit will result in a \$10 per bag charge to your account.
- Leave furniture, TV/VCR/DVD's, and game systems arranged as you found them.
- In the summer, please set the thermostat to 80 degrees and 55 degrees in the winter.
- Please close and lock all windows and doors and turn off all lights and ceiling fans. Pay special attention to outside floodlights.
- Please make a final walk through to check that all of the above items have been done, and that you haven't left any personal items behind. RSI Rentals Inc. is not responsible for personal items left in the unit.
- Please leave the rental notebook with both sets of keys inside the unit on the kitchen counter, UNLESS you have been instructed to return them to RSI Rentals Inc. upon checkout. Failure to leave/return keys may result in a \$40.00 charge per key to your account.

Arriving at the Home

We do our best to make sure your vacation home is properly prepared for your arrival. However, after you arrive at the home and find anything that isn't satisfactory, or there is something that you feel needs to be reported to our office, please do so immediately. Failure to report any dissatisfaction upon your arrival will not be addressed at, or following departure. Our courteous staff will make every effort to remedy any situation, or dissatisfaction, as soon as it is reported. However, please do not expect a rent refund or transfer for guest dissatisfaction due to physical appearance.

Parking

The parking of vehicles in any area other than the driveway or other designated area is not permitted. Cars must not be in the road or on the grass. The maximum number of cars allowed to park on the property is specified for each unit. Exceeding this number, or parking in areas where parking is not allowed, may result in towing at the leaseholder's expense. No campers, RV's, etc. are allowed on the premises. Parking of boat trailers is not permitted on the property unless specified. We encourage parking of boat trailers at the marina where the boat is launched.

Smoking

NO SMOKING! Smoking is prohibited inside all of our homes. If smoking outside, all smoking material must be disposed of properly and removed from the property. All areas of the property should be left free of cigarette butts. Breach of this restriction will result in additional charges to your account, and/or possible eviction.

Pets

Unless specified, NO PETS are allowed on the premises or inside the unit at any time. Some of our units are "pet friendly" and will welcome your dog to vacation with you for a designated fee. In these homes, a \$10.00/per day pet fee will be added per pet (2 pet maximum). We ask that your pet be on flea and tick preventative treatment before entering any of our units. PRIOR to your arrival, proof of flea and tick preventative treatment must be provided to RSI Rentals, Inc. Failure to provide this information will result in an automatic \$85.00 charge to your account. Pets must be on a leash at all times and waste pick-up and removal is a must! We recommend bringing your pet's crate, as pets may not be left in homes unattended. If you would prefer to bring your pet and board at the lake, we will gladly try to arrange that for you. Failure to comply with these pet policies may result in loss of your security deposit, added charges to your account and possible eviction. If pets are reported to be in a unit that is not "pet friendly", you must remove the pet immediately and will be subject to pet fees, loss of security deposit and/or added charges to your account, and possible eviction.

Accommodations

All units are individually owned and furnished to the owner's preference. Every effort has been made to ensure that our descriptions, rates and amenities are accurate. However, we cannot be held responsible for changes made by owners. Rates, descriptions, and property amenities listed on our website, in our brochure or other advertising material, and/or in the rental agreement are subject to change without notice. Omissions, additions, printing errors and/or changes in property bedding, furnishings, equipment, etc., may occur and RSI Rentals Inc. is not responsible and no refund will be offered for such.

What is Provided

All of our units are supplied with standard items, which include: dishes, pots and pans, utensils, flatware, glassware, coffee maker, and toaster. Other amenities for each home are listed in the individual home description. All units have air conditioning, microwave, dishwasher, and washer & dryer, unless specified. Our 1-bedroom efficiency condos offer a small kitchenette with no dishwasher and have on site laundry facilities.

TV's, VCR's, DVD's, cable or satellite TV, grills, porch furniture, hot tubs, recreational games and equipment, docks, and the like are furnished as a courtesy by the owner and are not guaranteed. If the satellite or cable service is

interrupted, we will make every effort to correct the problem but cannot guarantee replacement or repair. Refunds will not be given due to breakdown.

A limited number of our homes offer a telephone, which enables the caller to make local calls at no charge. All long distance calls are to be made collect or with a calling card. The lake has adequate cellular coverage. No long distance or toll calls are to be charged to the rental property phone. If the telephone service is interrupted, we will make every effort to correct the problem but cannot guarantee replacement or repair. Refunds will not be given due to breakdown.

What You Need To Bring

Linens are NOT provided. You will need to supply all sheets and towels for your guests or reserve them through our office. The homes are equipped with bedspreads/comforters, pillows and blankets. Please contact our office at least two (2) weeks before your arrival date if you would like to arrange for our linen service. If you select the linen service for a weekly rental, your linens will be at the home upon your arrival. Making of the beds will be your responsibility. Orders must be placed two (2) weeks prior to arrival. Any last minute orders must be picked up at our office.

Paper products (toilet paper, paper towels), trash/garbage bags, bath toiletries, detergents, charcoal (if charcoal grill), are NOT supplied. We suggest that you bring your own beach towels, beach chairs, folding chairs, water toys, and any specialty items that you may require during your stay (large roasting pans, etc.)

Grills

Most homes are furnished with a gas grill, unless a charcoal grill is specified in the description. However, some condominium associations prohibit the use of outdoor grills. Propane tanks for gas grills are filled at the beginning of the season. However, if they are empty, we are not responsible for refill. You may refill them and present a copy of the receipt upon departure for reimbursement. Please, no charcoal in gas grills. The incoming guests appreciate the courtesy of a clean grill.

Hot Tubs

A few of our homes offer private hot tubs, for use at your own risk. A professional technician services the hot tubs on Saturdays between guest departure and arrival. Instructions for proper use of the hot tub are posted at the home and in the rental notebook. Please read and follow these instructions. If there are any problems with the hot tub during your stay, please call the office immediately. An additional charge to your account will occur if extra cleaning/servicing of the hot tub is required by the technician after your stay, and any damages or negligent/improper use is reported.

Swimming Pools/Tennis Courts

Some of our homes are located in communities that allow guest access to swimming pools and tennis courts. We welcome you to make use of these amenities and enjoy yourself while doing so. However, please read and follow all posted instructions. If a pass or key is required to use these amenities, these will be provided in the rental notebook or left inside the home. Please return these to the proper place after your stay. The community provides these amenities, not the owner of the home or RSI Rentals Inc. Therefore, we provide no guarantee of the condition, operating hours, availability, etc. of them, and will offer no refund for such.

Repairs/Maintenance

Our homes are well maintained, but please understand that just like your own home, unexpected breakdowns may occur. The essence of your vacation is to enjoy yourself, so we will make every effort to remedy "displeasing" situations and correct any problems in a timely manner. We have maintenance personnel available, so please report any inoperative equipment or problems to our office immediately. For non-emergency situations, please call during office hours, or leave a detailed message. For emergency maintenance situations, please call the after hours numbers provided in your rental notebook. You can expect our professional staff to help remedy these situations; however, refunds will not be issued due to malfunctioning equipment (A/C, appliances, etc.) or other guest dissatisfaction.

Docks/Slips

All units are waterfront and most have a boat slip, guest slip, or private dock, unless otherwise stated. A boat slip means that the property has access to one slip. It is normally an uncovered slip. Please use the boat slip assigned to your unit. A guest slip means that a number of units have use of a community dock, and availability of the slips would be first come first serve. A private dock is accessible only to the occupants of the home, and may accommodate 1 or 2 boats depending on the size. Renters may use floating or stationary docks to tie up boats. Covered slips with electric lifts are for owners use only unless otherwise stated. An owner's boat may be in the lift of the covered slip, but is not available for guest's use. Please do not disturb or board the boat. OPERATION OF ELECTRIC LIFTS AT THE DOCK IS STRICTLY PROHIBITED. Damage to a dock and/or electric lift from unauthorized use will be the sole financial responsibility of the renter. Electricity and lights at the dock is not guaranteed.

HAVE A SAFE, HAPPY, AND MEMORABLE VACATION!!