



LAKE ERIE Vacation Rentals, Inc.
220 E. Perry Street; Suite #402 - Port Clinton, OH 43452
419-732-1111 Fax - 419-732-1330

RENTAL POLICIES

OFFICE LOCATION: The rental office is located at 220 E. Perry Street; Suite #402, Port Clinton, OH 43452. Exit State Route 2 at the PORT CLINTON / CATAWBA IS. S.R. 163 exit. Head WEST on to S.R. 163 (Perry Street). Just before the 4th traffic light you will see the OurGuest Inn & Suites hotel on your LEFT. The front desk of the hotel is our key pick-up and drop-off location.

CHECK-IN / CHECKOUT: Check-in is not before 3:00 PM for 1 & 2 bedroom rentals and 4:00 PM for 3 bedroom and larger rentals on the day of arrival. From May through September the LEVR Office is staffed seven (7) days a week; October through April the LEVR Office operates on reduced hours. Prior arrangements for late arrivals must be made in advance. Checkout is no later than 11:00 am for all 1 & 2 bedroom rentals and 10:00 am for all 3 bedroom and larger rentals on the date of your departure. Arrangements for late departure are subject to availability and will not be confirmed until the actual date of departure. Late departures are subject to an additional fee. Unit occupied after scheduled departure time will be subject to additional rental charges. LEVR will not be responsible for any items left in rental units or common grounds of the property by members of your party. Rental units will be cleaned after departure and all personal property will be removed. All keys, pool passes, parking permits and garage door openers must be returned to the LEVR Office upon departure. Items not returned will result in additional charges: Keys - \$25.00 ea.; HOA issued Pool Passes = \$80.00 ea., HOA issued Parking Permits = \$80.00 ea., Garage Door Openers = \$100.00 ea.

AGE RESTRICTIONS: LEVR reserves the right to restrict renting of vacation properties to anyone 21 years old or younger. Violation of age restriction will result in immediate eviction from the premises with NO refund.

HOUSE PARTIES: There are to be absolutely no house parties. Should a group misrepresent itself, the entire group will be required to vacate the premises immediately without refund.

CREDIT CARDS: Visa, MasterCard & Discover.

RENTAL PAYMENT SCHEDULE: An INITIAL PAYMENT of \$250.00 is required for each reservation. The INITIAL RENTAL PAYMENT is due within seven (7) days of the reservation booking date. However, should the reservation booking date fall within thirty (30) days of the scheduled arrival date, the full rental payment will be due at the time of booking. The FINAL RENTAL PAYMENT shall be made no fewer than thirty (30) days prior to the scheduled arrival date. Tenants shall be held responsible for costs associated with all repairs in the event of unit damage which falls outside the scope and range of the Damage Waiver and cost associated with replacement of lost keys, parking passes, pool passes and/or garage door openers.

METHODS AND TERMS OF FINAL RENTAL PAYMENT: Cash, traveler's checks, personal checks, money order, or credit cards may be used for final rental payment. All reservations are to be paid in full no fewer than thirty (30) days prior to the scheduled reservation arrival date. There will be a \$35.00 service charge for all returned checks. Reservations not paid in full twenty (20) days prior to the scheduled arrival date will be classified as "NO-SHOW." A reservation placed in the "NO-SHOW" classification will result in immediate forfeiture of the initial payment with the property being placed back on the rental availability table for others to reserve.

ROUTINE MAINTENANCE: From time to time, it may be necessary for LEVR or LEVRs designated representative to enter the units during reasonable hours to perform minor repairs.

REPAIRS: Every effort has been taken to ensure that all mechanical systems including air conditioning, appliances and electronics are in working order at the time of your arrival. There will be no refunds, rebates, or reduction of the rental rate upon the failure of any mechanical system. Should a failure of a mechanical systems occur during your stay please contact our office immediately. We will do our best to have any malfunction repaired as soon as possible.

DAMAGE WAIVER: A nonrefundable service and liability fee of \$60.00 is required with each reservation. This service fee provides up to \$3000.00 of accidental loss and damage coverage during the duration of your stay.

CANCELLATION POLICY: Canceling all or changing any portion of a reservation will result in the forfeiture of all rental payments made: from the time of booking until thirty one (31) days prior to arrival canceling / changing a reservation will result in forfeiture of the INITIAL PAYMENT (\$250.00;) Canceling all or changing any portion of the reservation within thirty (30) days prior to the arrival date will result in the forfeiture of the entire rental payment (INITIAL & FINAL RENTAL PAYMENT.)

ACCOMMODATIONS: Accommodations are strictly limited to the number of occupants set for said property regardless of beds available. Violation will result in immediate eviction with no refund: 1 bedroom = 4, 2 bedroom & 1 bedroom at Waterfront Condos = 6, 3 bedroom = 8, 4 bedroom = 10, homes & cottages = varied depending on bedding and property owners request.

LOCKED CLOSETS: Many owners have private locked closets within their units that are used to store their personal property. These areas are absolutely not included in the rental of said unit.

CRIBS: A limited supply of portable folding cribs are available for an additional rental fee of \$5.00 per night. FREE crib rental is available for all OurGuest Members holding Annual Membership Status. Cribs are available on a first come basis and should be requested at the time of booking.

TELEPHONES: Some rentals offer telephone service for local calls, 1-800 calls, and 911 calls. Long distance calls must be placed on a calling card or placed collect. Telephone numbers (when available) will be provided upon check-in.

RENTAL ASSESSMENT / LODGING TAX / RESERVATION PROCESSING FEE: A rental assessment charge is added to each reservation which includes applicable taxes. A \$60.00 reservation processing fee is added to each reservation to cover administrative costs.

EQUIPMENT AND FURNISHINGS: There can be no additions to existing equipment. You are renting a privately owned home. It has been decorated and equipped to satisfy the particular tastes and desires of the owner. Please do not rearrange furniture - your account will be charged to place furnishings back in its original location. Condition of each property varies according to care given by owner. We are unable to make substitutions or refunds upon your arrival. Each unit will be equipped with basic needs for a pleasant vacation.

MAIL AND PHONE MESSAGES: Mail sent in care of the Lake Erie Vacation Rental Office and phone messages can be picked up at our office during office hours. Only emergency phone messages will be delivered to your unit.

LINENS AND CLEANING SERVICE: A departure cleaning fee will be assessed to each reservation. The amount of the departure cleaning fee will vary depending on size and location of the rental property. Cleaning service will not be provided on a daily basis – its individual end of stay housekeeping as opposed to daily room service. An initial supply of towels and bed linens will be provided upon arrival. Guests are responsible for removal of all trash to the complex trash receptacle. A fee of \$10.00/bag will be charged against your account for each bag of trash left in the rental unit.

REQUESTED UNITS: We will do everything in our power to accommodate your request. However, we are unable to guarantee any specific rental unit due to owner usage, equipment breakage, last minute changes and/or any other unforeseen circumstance that may arise from time to time that prohibits occupancy of a specific rental. In the rare case where a change in accommodations is required, every effort will be made to insure similar lodging.

ITEMS LEFT IN UNIT: LEVR is not responsible for any personal items left behind in the units. At your request we will attempt to locate and mail any items left behind. Your account will be assessed postage plus a \$10.00 handling charge.

HOA EMERGENCY CONTACT INFORMATION: Upon arrival at the LEVR office the registering member of your party will be required to provide the names of all occupants of the rental and at least one emergency contact phone number for your party. This information will be forwarded by the LEVR office to the specific HOA to which your party is occupying a rental.

PETS: Sorry, pets are not permitted in any of our rental properties. You will be requested to vacate the premises without refund if a pet is discovered. Charges may also be placed against your account for carpet cleaning, pet damages, etc.

MINIMUM NIGHT REQUIREMENT: Minimum two (2) night rental; a three (3) night minimum stay may be required around summer holidays. A five (5) night, seven (7) night and thirty (30) night minimum required for some properties.

RESERVATION CONFIRMATION PACKET: Every confirmed reservation will be sent a reservation confirmation package via U.S. Mail or e-mail when available. Please make yourself familiar with the contents of this packet and VERIFY THAT THE SUBSTANTIVE INFORMATION ON YOUR RESERVATION IS ACCURATE (i.e. dates, rates, location, etc.) Please notify the rental office of any discrepancies immediately. THE QUICKER ANY DISCREPANCY IS BROUGHT TO OUR ATTENTION, THE EASIER IT WILL BE TO CORRECT THE ISSUES.

BOATS, BOAT TRAILERS, MOTOR HOMES, PERSONAL WATER CRAFT: Are not permitted on the grounds of most of the complexes in our rental program. Nothing larger than a standard van permitted. Vehicles in violation will be towed at vehicle owner's expense.

NON-SMOKING DESIGNATION: Smoking is strictly prohibited in every rental unit. A one time \$250.00 assessment will be allocated to your account and all costs associated with cleaning & deodorizing the rental property are subject to chargeback. Additionally, any lost rental revenue as a result of a violation of the smoking ban will be assessed to the violators account.

ERRORS: Descriptions, prices, and other amenities listed in this brochure and on the website are subject to change without notice. Omissions, additions, or errors as well as changes in furnishings, bedding arrangements, equipment, etc. made by the owner, shall not be the responsibility of the agent, owner, printer or web master. ALL RIGHTS RESERVED: no part of this brochure or format may be reproduced or transmitted in any form or by any means electronic or mechanical including recording or by any information storage and retrieval system without written permission from Lake Erie Vacation Rentals, Inc.