



Our Rental Policies are intended to be fair with our guests and yet to prevent loss of income to our business. Once we reserve a unit for a guest, we remove that unit from the market, refusing all other requests for it. Management reserves the right to deny or cancel reservations given due cause.

Deposit Policy:

- A deposit of 1/2 weekly rent due at time of reservation. Mastercard & Visa accepted with a 3% transaction fee added. Guests may pay by check to have the fee waived.
- All reservations must be paid in FULL 45 days prior to arrival.

Cancellation Policy:

- Booking canceled at least 30 days before the start of your stay will receive 100% refund less \$50 processing fee.
- Bookings canceled at least 15 days before the start of the stay will receive a 50% refund less \$50 processing fee.
- Bookings canceled 15 days or less prior to your stay will forfeit all funds.
- If canceling a winter reservation due to bad weather your stay will forfeit all funds.

Payment Policy:

- As with all homes, maintenance issues may arise that are out of our control. We will do our best to solve these problems in a timely manner. NO RENTAL PAYMENTS WILL BE REFUNDED due to any inconvenience caused by such issues. **If paying with a credit card a 3% processing fee will be added to the invoice.**
- If paying with a check, please make arrangements to have the balance paid in FULL 45 days prior to arrival.

Wi-Fi

- Wi-Fi although is offered with your rental we can not guarantee that this amenity will work. Please troubleshoot : disconnect all devices, restart router, unplug from wall. We will not respond to emergency calls in regards to WiFi not working until office hours M-F 8:30am-3:30pm

Cleaning Fee:

- For any reservation at a private or resort home a cleaning fee will be applied to your stay. Rate is determined by the size of the property.

You are fully responsible for the condition of your home upon departure, including any damage done to the house, property, or equipment (including boat) beyond normal wear and tear.

A fee may be charged if the following items are not completed:

- a. Dishes are completed and put away
- b. All rubbish and recycling are SEPARATED and placed in appropriate dumpsters.
 - i. all unattended garbage bags are subjected to \$10 charge per bag.
- c. No linens are lost or damaged.
- d. No early check-in or late check-out without prior arrangements.
- e. All operating and maintenance procedures are followed as posted in each home.
- f. **NO ATV's, Snowmobiles or Jet Skis allowed at PineHurst Resort.**

Pet Policy (\$25/ night or \$200/ week per pet) NOT ALL PRIVATE HOMES ALLOW PETS

Keep pets off of all the furniture and out of the bedrooms.

Pets must not be left in the house unattended unless crated.

Do not bathe pets in the home.

Pets must be leashed when off of the property.

Keep pets out of neighbor's yards. Pick up after your pet. Dispose of waste in garbage or woods.

Strict adherence to our policies is required, and any engagement in illicit drugs or illegal activities will not be permitted. In the event that evidence of such substances or behavior is discovered, immediate eviction from the premises will be necessary, and no refunds will be issued. Additionally, we will promptly notify local authorities, who will assist in ensuring your removal from the premises. Please be aware that any personal belongings, including but not limited to vehicles, may be removed or towed at your expense in accordance with our policies. We kindly request that you treat our cabin with the same level of respect that you would afford to your own property.