

Black Bear Lodge
4600 Mason-Montgomery Rd., Mason, OH 45040
P 513-923-5452 F 513-923-5618
www.VacationWalloon.com

VACATION RENTAL AGREEMENT - EXHIBIT A PROCEDURES AND IMPORTANT INFORMATION

Making Reservations: Contact Property Manager by phone or email for reservations and availability. A Letter of Acknowledgment will be sent to Guest upon receipt of Security Deposit, Reservation Deposit and signed Rental Agreement. Letter of Confirmation will be sent to Guest upon receipt of Final Payment. No Reservation is effective until receipt of Final Payment.

Deposits and Payments: Security Deposit of \$500 is due upon signing of the Rental Agreement. The Security Deposit will be refunded within 30 days of departure provided no damages or additional charges occur. Guest will be notified of any damage or additional costs in writing. Guest assumes full responsibility for any items found to be missing and any damage due to misuse, negligence or action on Guest's or Guest's visitors part, except in the case of normal wear-and tear and damage found and reported to Manager upon arrival.

Check-In Procedure: Check in time is no earlier than 4:00 p.m. on arrival date. Property will be cleaned prior to arrival including making beds with freshly washed linens. Cleaner will leave front door unlocked and two keys on kitchen counter. A \$20 fee will be charged for each lost key. Guests are not permitted to have additional keys made. Upon arrival, Guests should inspect the property and notify Property Manager of any needed repairs or cleaning immediately.

Check-Out Procedure: Check out time is no later than 10:00 a.m. on departure date. Check under beds, drawers and closets for personal belongings. Manager is not responsible for personal items left behind. Departure Maid Service includes stripping of beds, washing used linens, cleaning of property and trash removal. Leave both keys on kitchen counter. Guest will be charged for excessive cleaning, such as stains or spoiled food left behind.

Maintenance: Guest is responsible for notifying Maintenance (231-881-6623) of any needed maintenance or repairs upon arrival or within 24 hours of occurrence. Manager or Maintenance will provide Guest with 2-hour notice during reasonable hours when feasible, except for emergency situations.

Furnishings: Cookware, dining ware and utensils, drink ware, bed linens, a supply of towels, washcloths and dishcloths, washer and dryer, dishwasher, stove, refrigerator, microwave, coffee maker, toaster, patio furniture, gas grill, 1 roll of toilet paper per bathroom, 1 roll of paper towels.

Additional items guests may want to bring: Additional paper products, dishwashing detergent, laundry soap, hand soap, garbage bags, aluminum foil and plastic bags, toiletries and personal care items, staple items (salt, pepper, sugar, etc.), drinking water, medicines & prescriptions, sunscreen, camera. These items can be purchased at the local market.

Contacts:
Kathy Albrecht, Property Manager
kalbrecht@VacationWalloon.com
513-923-5452

David Berg, Property Maintenance
231-881-6623