

ZEPHYR COVE VACATION ESTATE

General Information

**129 Ponderosa Drive
Zephyr Cove, NV
(775) 586-8612**

Please print out this page and keep it for your records.

Take Highway 50 to Pioneer Trail. Take Pioneer trail back to Hwy 50. Take Hwy 50 past casinos for approximately 5 Miles. Approximately 1 mile past Zephyr Cove Lodge, take a left on Tahoe Blvd. into Skyland. Take a left on Alpine and a right on Ponderosa.

7 Bedrooms- 4 Baths

Sleeps 18 people comfortably.

Sheets will be provided and all beds will be made when you arrive. There will also be 1 bath towel per person provided.

This service is an additional fee and has been included in your original quotation. Upon departure please strip all beds and place sheets and towels in a pile in each room.

We provide a complimentary roll of toilet paper and a small soap per bath. Also one roll of paper towels and two kitchen towels. Please bring additional supplies adequate for your stay. Thank You!

We are not responsible for road conditions and no moneys will be returned.

Notes of Importance

Occupancy: Overnight occupancy is limited to the number of persons listed on the rental agreement.

Parking: Parking is limited to the one car garage, two on-street, and the one on-site driveway (approximately 6-8 Vehicles). No cars may be parked in any location (such as property's grass or dirt) other than the parking spaces allowed. When snow removal conditions exist, parking is not permitted on the street or in the City right of way. Cars parked on the street or City right away during snow removal conditions will be ticketed and/ or towed.

Refuse: Refuse may not be left outside for more than 24 hours. If you are at the home on the evening before the designated refuse pick-up day (Tuesday), please place the refuse

cans at the curb for pickup after 6:00 p.m. the day prior (i.e. Monday), and replace the cans before 6:00p.m.on the day the refuse has been removed. If you are not at home on the evening before pick-up day, please leave all refuse inside the garage neatly packed in garbage bags or available garbage cans.

NOISE AND OTHER ANNOYANCES: Occupant shall not, and shall ensure that guests and licenses of occupant shall not: (1) disturb, annoy, endanger or interfere with other occupants of the adjacent and surrounding buildings near which the premises are located; or (2) disturb, annoy, endanger, injure, or interfere with the quiet, peace and enjoyment of any and all neighbors.

IF ANY ASPECT OF THESE GUIDELINES IS VIOLATED,(i) THE OCCUPANTS ARE IN BREACH OF THEIR RENTAL AGREEMENT ;(ii)OCCUPANTS, GUESTS AND ALL OTHERS MAY BE REQUIRED TO IMMEDIATELY VACATE THE PREMISES; (iii) OCCUPANTS MAY FORFEIT THEIR RIGHT TO RETURN OF ANY SECURITY DEPOSIT. IN ADDITION, THE PERSONS RESPONSIBLE MAY BE CITED AND FINED.

LAKE TAHOE IS A BEAUTIFUL AND PEACEFUL COMMUNITY – PLEASE HELP US PRESERVE OUR ENVIORNMENT FOR ALL TO ENJOY!

HOUSE RULES:

1. Please report any damage to the rental property, its contents, or mechanical failures, promptly upon arrival to (916) 409-0996 or (925) 519-1845. We will make every reasonable effort to make repairs as soon as possible. **NO REFUNDS OR REBATES** will be issued for malfunctions or mechanical failures.
2. The refrigerator has been PRESET at the medium setting for maximum efficiency. During the summer months it may take up to 12 hours for a previously empty refrigerator to initially cool the contents. **DO NOT** change the setting to the coldest setting. This could start the defrost setting and stop the cooling process.
3. Please use caution when grilling as Tahoe is prone to sudden wind gusts. Charcoal grills are not allowed. Please do not put charcoals in the gas grill as they can damage the grilling unit. There will be a \$200 charge if charcoals are found in gas or propane grill.
4. Fires of any kind should not be left unattended.
5. Please **DO NOT** flush any non-disposable items down toilets.
6. Please **DO NOT** pour grease down sink drains.
7. All long distance calls must be made collect or charged to a calling card or a credit card. There are no charges for local calls.

8. Locked closets are the personal property of the homeowner. Please respect these areas and do not enter them.
9. Smoking in a non-smoking unit will result in automatic forfeiture of the security deposit.
10. Pets are not allowed unless prior consent is given and will result in automatic forfeiture of the security deposit.
11. Exceeding maximum occupancy of this unit will result in forfeiture of the security deposit and /or immediate eviction.

Guest Responsibility upon Departure:

1. Check out time is 10:30 AM and Check in time is 3:00 PM. Please check out on time for the cleaning crew or your deposit may be forfeited.
2. Please place garbage bags into the garbage cans which are located in the garage. Secure tightly to prevent animals from getting into it. See "General Information" for trash pick-up info.
3. Please lock all windows and doors.
4. Please set thermostat to 60 degrees when you leave.
5. Please turn off BBQ, stove, oven, and all faucets.
6. Please refer to the hot tub rules on rental application before using. If using hot tub after 10:00 PM, please keep noise level low and respect our neighbors. Complaints from neighbors regarding noise after hours could result in loss of deposit. Turn down hot tub to 80 degrees upon departure.
7. Please return all keys or \$50 will be deducted from your deposit.
8. We are not responsible for road conditions, so no refunds.
9. Please respect our neighbors and DO NOT park in front of their homes.
10. Parking: Residential areas prohibit street parking during winter.
11. Light house keeping is the guest's responsibility. Please leave the house as you found it. All dishes must be washed. Place all sheets and towels in a pile in each room. If the house is left excessively dirty, our cleaning service will notify us of the number of hours involved and a deduction will be made from your deposit.
12. **PROPERTY DAMAGE:** You are responsible for damages to the unit caused by you and/or your guests. If damages exceed your security deposit, you will be liable for any charges in excess of your security deposit. Those charges will be billed against the credit card supplied on the rental application.

Check out time is 10:30 am, and check in time is 3:00pm. Please be out on time for cleaning staff or your deposit may be forfeited.

No overnight sleeping on chairs or couches is allowed. Violations will result in a \$200 cleaning fee being deducted from your deposit.

We cannot guarantee spas, hot tubs, electronic equipment, appliances, fireplaces, or phones. We will make very effort to make repairs as soon as reasonably possible. No refunds will be made due to above failures.

Please do not rearrange the furniture, take any items outside that are part of the interior décor, or move any furnishings or kitchen items. You will be charged if the housekeepers have to rearrange the furniture after your stay.

Please do not wait to inform us at check-out time of dissatisfaction, lack of cleaning or malfunctions as we then would not be able to correct the problem for the remainder of your stay.

This is a NO SMOKING house! If you must smoke, please smoke outside with the door closed behind you, or off the premises.

No more than 8 cars are allowed at the home at any time.

Please lock all doors and windows.

Set house thermostat at 60 degrees when you leave.

Please refer to the hot tub rules on the rental application before using.

If using hot tub after 10:00pm please keep noise level down and respect our neighbors. Complaints from neighbors regarding noise after hours could result in loss of deposit.

Due to the fact that this home is in the mountains you may experience a mouse from time to time. There will be an adequate supply of traps in each home.

Cleaning/Departure: Please leave the house as you found it. Leave dishes clean. Place all dirty sheets and towels in a pile in each room. If the house is left excessively dirty, our house cleaner will notify us of the number of hours involved and a deduction will be made from your deposit.

Please return all keys or \$50.00 will be deducted from your deposit.

We are not responsible for road conditions, and no moneys will be refunded.

Please respect our neighbors and do not park in front of their homes.

Parking: Residential areas prohibit on-street parking during winter.

Property Damage: You are responsible for damages to the unit caused by your or your guests. If damages exceed your security deposit, you will be liable for any charges in excess of your security deposit. Those charges will be billed against the credit card supplied on the rental application.

DO NOT use charcoal briquettes in the propane barbeque. If you do, you will lose \$200.00 off your deposit. If propane is empty, call 925-519-1845 or 916-409-0996 for refills.

Telephone: Property has phone blocks which require guests to use calling cards for long distance calls. Please note that calls across the state line (e.g.CA) are considered long distance.

Cancellation Policy: If you cancel your reservation less than 1 month before arrival your deposit becomes non-refundable. However, you may reschedule your stay within six months of your original date. All rents are due 45 days prior to arrival. Reservations cancelled less than 1 month before arrival are not eligible for a refund unless the reservation is rebooked in full. If your reservation is not rebooked in full, guests may use the guaranteed reservation within 6 months of the arrival time for a similar rate period (excluding holidays).

Security Deposit: There is a security deposit which is requested when completing the rental application. This is not a charge! However, we do contact the credit card company and put a hold on the card for the determined security deposit which is good for 30 days. This will be used if any damage to our property should occur.

Thank you and please come again!