

Rental Policies of Meadows Mountain Realty

Accommodations: All of our vacation properties are individually owned and they reflect each owner's taste and requirements. If you have specific standards or requirements for your vacation residence, we advise a personal inspection of the property prior to making reservations. Property descriptions include the maximum number of guests allowed in each home.

Amenities: All of our homes are attractively furnished and linens are provided at no extra charge. Each kitchen has the usual appliances and is equipped with cooking and dining utensils for the maximum occupancy. Each home has smoke detectors. Please notify us immediately if they are not working. Most homes have locked owner's closets or drawers, and we ask that you respect these spaces as they are not included in the rental.

Check-In time: Please plan to arrive at our office located at 450 N. 4th Street in Highlands between 3:00 and 5:00 p.m. If you know you will arrive after 5:00 p.m., please call to make other arrangements. You will be able to come by our office the following business day to complete your check-in.

Check-out time: Please plan to check out **no later** than 10:00 a.m. to allow the housekeepers enough time to clean for the next tenant or the owner. On the morning of your check-out, please lock all doors and windows and return the keys to our office. There will be a charge for any keys not returned or for late check-out not previously approved.

Deposits: A deposit of 50% of the rental amount plus the non-refundable reservation fee is required within 7 days to secure your reservation. The balance of your rent, security deposit, cleaning fee, taxes and any other applicable charges are due at least 7 days prior to your arrival. Payment may be made by Visa, Mastercard, Discover Card, American Express or by check.

Cancellation Policy: Travel Insurance is available at the time of your reservation through Travel Guard. If travel insurance is not purchased, the tenant is responsible for the rent unless we are able to re-rent the property for the entire lease period. In the unforeseen event that a reserved property becomes unavailable, we reserve the right to move the tenant to a comparable property.

Security Deposit: A security deposit is required for all rentals. The leased premises should be left in the same condition as at the start of the rental period and the tenant agrees to reimburse the owner for any damage caused to the property during their stay. Should damages exceed the security deposit collected, renters will be responsible for the balance due upon repair. The property will be cleaned and inspected after your departure. Your security deposit will be refunded within 30 days of your check out.

Security Deposit Waiver Insurance is available in lieu of a security deposit at the time of your reservation.

Inspections: It is understood that the Agent has the right to inspect the premises after Tenant has vacated to determine if any loss or damage was incurred by the Tenant during the lease period. In the event of any loss or damage to the premises or personal property of the Owner during the lease period, payment for said loss will be deducted from the security deposit.

Taxes: Rental, pet fees and housekeeping fees are subject to state and county taxes. The North Carolina state sales tax is 7%. There is also an occupancy tax in Macon County which is 3%. Any lease longer than 90 days is not subject to these two taxes.

Cleaning fees: All of our properties are professionally cleaned before you arrive and after you leave. Cleaning issues must be reported to Meadows Mountain Realty within 90 minutes of arrival. Please respect the owner's property by taking care of it as if it were your own. A final cleaning fee is required for all rentals. The amount for each property is stated in the property description. If extra cleaning is required in excess of cleaning fee collected, it will be deducted from the security deposit.

Pets: For any home which allows a pet, there is an additional non-refundable pet fee of \$100.00 per pet. The acceptance of any particular pet is at the discretion of the owner.

Firewood: Firewood is not provided with the rentals that have wood-burning fireplaces. Firewood may be purchased through Meadows Mountain Realty with advance notice or small amounts which are easy to carry can be purchased at the grocery stores.

Smoking: All of our properties are smoke free. Most have an area outside suitable for smoking. Please be courteous and smoke responsibly. Exercise caution when extinguishing tobacco products, use only approved container provided and never throw smoking materials on the ground due to fire hazard.

Telephone and Internet: All homes are equipped with telephones and local calls to Highlands, Cashiers, Glenville, Sapphire and Franklin are no charge. Please plan to use your calling card, credit card or cell phone for long distance calls. Most homes have high speed internet available. There are also Wi-fi hot spots in town.

Trash Removal: All of our properties have trash pick-up provided twice per week. Please do not put trash out for pick up until the morning of collection day. We have bears and other critters who take great joy in scattering trash around the premises. There is also a Recycling Center located about one mile down Buck Creek Road off of Highway 64 East (the road to Cashiers).

Repairs: Please report inoperative equipment to Meadows Mountain Realty immediately. We will make every effort to have repairs done in a timely manner during reasonable hours. We have a very competent and reliable staff on call to ensure that your stay is stress free. However, mechanical failures of appliances, air-conditioning or heating systems are beyond our control and no refund or rent reduction will be given. Many of our homes are on septic systems. Please use care with what is flushed.

Property for Sale: In the event a property is listed for sale or becomes listed for sale, the Tenant agrees to allow the property to be shown to prospective purchasers between the hours of 11 am and 3 pm Monday through Saturday. Every effort will be made to give notice to the Tenant of any showings.

Vacation Rental Agreement: Prior to occupancy, all tenants must sign a Vacation Rental Agreement as set forth by the North Carolina Vacation Rental Act. The rights and obligations of the parties to this Agreement are defined by law and include unique provisions permitting the disbursement of rental proceeds prior to tenancy and expedited eviction of tenants. Your signature on the agreement, or payment of money, or taking possession of the property after receipt of this Agreement, is evidence of your acceptance of this agreement.

Agency Disclosure: Meadows Mountain Realty is an agent of the Owner of the rental Property.