

WATERFIELD PLACE

POLICIES



- 1) Check-in after 4 p.m. ~ Check-out before 11 a.m. (Without Prior Approval)
- 2) Approved payments: Visa, Mastercard, American Express, PayPal, Checks.
- 3) Tenants must be 21 years of age unless accompanied by an adult guardian or parent. (No vacationing students)
- 4) A payment equal to 50% of the rental rate is required upon booking for weekly rentals. The balance is due (30) days before arrival. A \$200 Security/Damage “HOLD” is required on a valid credit card. Reservations made within a month of check-in, or for **short term stays must be paid in full at time of booking.**
- 5) We supply a limited amount of paper products and cleaning supplies.
- 6) Cancellation Policy – A thirty (30) day notice is required for cancellations. Cancellations made prior to (30) days before arrival date, no penalty will occur **except** if deposits were made via credit card. All credit card cancellations are subject to a 5% cancellation fee or \$50, whichever is greater.
- 7) Our house is fully equipped for everyday living. Towels and linens are provided. We ask that you strip the beds and put all soiled
- 8) towels, etc. on the floor in the laundry room. Trash should be bagged and put in the trash bin located in the boat shed.
- 9) Cleaning fee: \$75.00
- 10) Smoking is NOT permitted inside the house. If it is determined that smoking did occur inside the house, an additional cleaning fee will be charged to cover the cost of smoke removal and any damages incurred. Please don't leave your butts in the yard, dispose of in a safe manner. For safety, smoking is NOT permitted inside the garage because of gas heat.
- 11) There is an outdoor fire-pit by the pond. We furnish firewood for the

campfire area, but ask that you conserve and do not waste this service. Burn any dead branches that may fall from trees around the pond area. Be sure fire is extinguished before leaving it.

- 12) Pets are NOT allowed in the house. A comfortable kennel area is available on the property for pets. Additional cleaning fees may be charged if it is determined that pets were in the house without approval.
- 13) Everything on the property should be in good working order. Please report any problems to Debra at 252-377-7479. Every effort will be made to correct the problem, but we cannot refund your money due to mechanical failures.
- 14) Storm policy: No refunds will be given for storms or weather conditions. We do not refund due to road conditions.
- 15) As things change we will try to keep our website updated; however, rates and terms may change.
- 16) **The maximum occupancy for our home is 8. If parties arrive with more than the maximum, each extra guest will be charged \$50 per person per night. The reservation may also be canceled without refund if the number of guests is determined excessive.**
- 17) *Waterfield Place* is privately owned. The owners are NOT responsible for any accidents, injuries, illness or death that occurs while on the property.
- 18) We are NOT responsible for personal items left behind. Perishables that are left behind will be thrown away, and other items will be held for 30 days then disposed. If you wish to have your items returned to you, there is a \$25 charge + shipping costs.
- 19) Travel Insurance: We highly recommend purchasing travel insurance.
- 20) The house and garage should be locked when leaving the property.
- 21) Heat should be off in the garage when not in use.
- 22) Please help us conserve energy by adhering to the temperature settings in the house of 78° in summer and 68° in winter.