

WATERFIELD PLACE

POLICIES



COVID-19 is extremely contagious and is thought to spread mainly from person-to-person; however, it may also spread by touching a surface that has the virus on it and then touching the face. Therefore, some of our policies have changed to incorporate additional precautions. Thank you for your cooperation as we all work together to stay safe.

- 1. Check-in ~ after 5 p.m. ~ Check-out ~ by 9 a.m. Extra time is needed for the cleaning process.
Check-in and check-out will be an automated process. On the day of arrival (by 3 pm), I will text you an entry code. Please use the back door to enter/exit the house. The front door should always remain locked .**
- 2. We supply a limited amount of paper products and cleaning supplies. Due to the shortage of supplies in the area, you may need to bring extra paper products such as toilet paper and paper towels.**
- 3. Guests will need to bring their own linens, towels, and pillows. (There are two queen beds, one twin and three x-long twin beds.) A washer/dryer is provided and available for guests.**
- 4. All trash MUST be bagged and put in the trash bins located in the boat shed.**

***** There is a risk that you could contract COVID-19 while staying at our property. We are following extra measures to reduce the spread of the virus, but we do not guarantee or warrant against the risk of infection. *****

Other policies remain the same:

1. Approved payments: Visa, Mastercard, American Express, PayPal, cash.
2. Tenants must be 21 years of age unless accompanied by an adult guardian or parent. (No vacationing students)
3. 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, must be paid in full at time of booking
4. 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.
5. Cleaning fee: \$75.00
6. 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 clubroom because of gas heat.
7. There is an outdoor fire-pit by the pond. We furnish firewood for the campfire area, but we ask that you conserve and do not waste this service. Burning any dead branches that may be in the yard is fine, but do not cut live trees/branches. Be sure the fire is extinguished before leaving by dousing it with water from the pond.
8. 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.
9. 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.
10. Storm policy: No refunds will be given for storms or weather conditions. We do not refund due to road conditions.

11. As things change we will try to keep our website (www.waterfieldplace.com) updated; however, rates and terms may change.
- 12. 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.**
13. *Waterfield Place* is privately owned. The owners are NOT responsible for any accidents, injuries, illness, or death that occurs while on the property
14. 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.
15. Travel Insurance: We highly recommend purchasing travel insurance.
16. The house and garage should be locked when leaving the property.
17. Heat should be off in the garage when not in use.
18. Please help us conserve energy by adhering to the temperature settings in the house of 78° in summer and 68° in winter.

We sincerely appreciate you keeping the home and grounds clean to respect the affection that the Waterfield family has for the property.

