

PLEASE NOTICE

If you arrive at the rental & there is any type of problem- appliance not working, issue with cleaning- contact Carter & Roque at 301-707-9174. We will send a handyman over ASAP. Problems after business hours please call the Guard Gate 304-789-2382, they will contact us. Or email me reservations@alpinelakevacations.com

CHECKING OUT

Unless other arrangements have been made

CHECK-IN time is 4 PM, CHECKOUT time is 11 AM

This is a privately owned rental, there is no maid service. Rental will be cleaned after you check out.

1. Make sure all lights, ceiling fans & coffeemakers are turned off
 2. Close all windows & lock the doors
 3. Notify Carter & Roque 301-707-9174 right away if any damage has been done to the rental
 4. If any furniture has been moved & not put back into the original position there will be a \$10 per item charge billed to the renter!
 5. Dirty towels & linens- Please leave towels in bathrooms or put them in laundry room. Leave linens on unmade beds or put them in laundry. This makes it easier for the cleaning people to wash them & do their inventory.
 6. Renters are expected to fully empty refrigerator, wash & put away all dishes (including any in the dishwasher).
 7. If home requires extra cleaning because you left it in poor condition, you'll be charged an additional cleaning fee.
 8. All keys need to be returned to the guard gate, even if you are not ready to leave Alpine. The cleaning person cannot clean until key is returned to gate.
 9. If you use the grill please clean it after you are done, if not you will be charged a \$40.00 Cleaning Fee
- Winter Only

1. Turn off wall thermostats in bedrooms (unless it is a bedroom with bath) and close their doors.
2. Set thermostat in the bathrooms & living room to 50 degrees.

VERY IMPORTANT

Fire Pitts are allowed in Alpine only if your rental has one. Gas or charcoal grills are fine
TRASH COLLECTORS will only take BAGGED TRASH!!!! They won't take anything including boxes unless it is in a trash bag. Please don't put trash in an unlined can. You will be charged for not taking trash out or not having trash in trash bags.

If you are here on Monday & the rental has no trash box, please put trash (in bags) at the road. Never put trash out except early Monday morning, unless rental has a trash box. **THERE ARE BEAR IN THE AREA AND ARE ATTRACTED TO GARBAGE!!**

"All food thrown in the back for the deer must be cleaned up before you check out or this clean up will considered a maintenance deduction from your deposit. Deer should only be feed deer corn which may be purchased locally."

INSTRUCTIONS

Due to recent problems with the water and sewage treatment plant, please refrain from the following:

1. Flushing any material other than toilet paper and organic matter down toilets.
2. Avoid dumping grease down sinks.

Instructions for certain SHOWERS that have no controls- turn on water to desired temperature, pull down on the bottom of the faucet mouth (where water is coming out). This will turn on shower head.

Instructions for rentals that have Satellite TV- turn on TV, turn on satellite system with the remote or touch the power button on the satellite box (a light will come on when unit is on). Turn the TV to channel 3 or 4. There are usually at least 20 or 30 channels to choose from between 1 & 999. You can touch the up or down selector on the box or remote to move through the channels, you can also go straight to a channel such as 200 by touching 2 plus 0 plus 0. Remote control operation- the remote won't work the satellite if you have hit the TV button last. You will need to hit a button at the top of the remote that says something like DSS1 or SAT before the remote will work the satellite box.

If rental has a propane grill & it runs out of propane- take the propane bottle to the BFS gas station located on Route 7, on left as you enter Terra Alta or Mountaineer Mart on other end of town. Bring receipt to 114 Alpine Lake Rd Suite A. Office is first one on the right
Thank you for your cooperation, we hope you have an enjoyable stay at Alpine Lake.

All rentals require at least a 2 night minimum stay.

The base rent is subject to a 6% state tax, 6% local tax & a 6% Alpine usage fee.

RESERVATIONS:

If you are making a reservation beyond 3 months in advance:

Twenty-five percent (25%) of the rental rate must be paid to Alpine Lake Resort within seven (7) days of the date you book the home.

The next payment of Twenty-five percent (25%) of the rental rate will be due 3 months (90 days) prior to your reservation.

Your last payment for the remaining balance Fifty percent (50%) will be due 30 days prior to arrival.

If you are making a reservation less than 3 months (90 days) in advance:

Fifty percent (50%) of the rental rate must be paid to Alpine Lake Resort within seven (7) days of the date you book the home.

Your last payment for the remaining balance Fifty percent (50%) will be due 30 days prior to arrival.

Payments may be made by personal check, business check, cash or credit card (Visa, MasterCard or Discover). We do not accept AMEX post-dated checks.

All reservations made less than 30 days from check-in must be paid in FULL immediately.

CANCELLATION: Once the reservation has been confirmed, if you have to cancel for any reason, we will make every effort to re-rent the home for the dates you reserved. If you cancel with a month or more notice you will get a full refund. If its under the month and I can rebook

your dates you will get a full refund. If I can't re book your dates then you lose the money you paid for the rental.

CHECK-IN: Check in time is 4:00 pm. If you arrive early you MAY NOT go to the premises or park your vehicles at the rental.

When you arrive at Alpine Lake, stop at the entrance gate to pick up your key & visitor pass. The guard will give you directions on how to get to your rental.

Inspect the home and notify Alpine Lake Resort of any unsafe conditions or any damage that has been done, other than what is already noted on the damage report which is posted on the refrigerator. If you do not report any unreported damages you will be responsible for them! We will bill your credit card for any damages that occurred during your stay.

Notify Alpine Lake Resort 304-789-2481 immediately if you do any to the rental. We will get it taken care of as reasonably as we can. We know accidents can happen.

If there is anything wrong with the rental such as a leaky toilet, the place has not been properly cleaned, an appliance is not working. Please report it to us right away, we will have the problem taken care of ASAP.

CHECK-OUT: Check out time is PROMPTLY at 11:00 am. All keys need to be returned to the guard gate, even if you are not ready to leave Alpine. The cleaning person cannot clean until the key is returned to gate.

These are privately owned rentals, there is no maid service.

The Homes must be left in good condition - "As You Found It". After your stay the cleaning people will vacuum, dust, clean the kitchen, bathrooms and wash the towels & linens.

If home requires extra cleaning because you left it in poor condition, you will be charged an additional cleaning fee.

If any furniture has been moved and not put back in the original position there will be a \$10 per item charge to the renter. The renter is expected to fully empty the refrigerator, wash & put away all dishes (including any in the dishwasher).

Please leave all towels in the bathrooms & all linens on unmade beds to make it easier for the cleaning people to do their inventory.

Take out all trash to the container by the road. TRASH COLLECTORS will only take BAGGED TRASH!!!! They won't take anything including boxes unless it is in a trash bag. Please DO NOT put trash in an unlined can. If you place trash in a container and it has not been bagged up- we will bill you \$30 to pay for the handyman coming out to clean it up.

Do not set bagged trash outside unless you place it into trash container- if you do the bears, raccoons, crows & so on with get into it. If you see a bear the best thing you can do is head back inside the house.

RENTAL AGREEMENT: Family groups welcome - all of our vacation homes are privately owned; occupants are limited to family groups only. No sororities or fraternities are allowed. You must be 23 years of age or older to rent one of our homes. Should a group misrepresent themselves, they will be evicted immediately without a refund.

NUMBER OF TENANTS: Our owners insist on a maximum number of occupants which may not be exceeded or you will be asked to vacate the home.

If you are part of a reunion that has rented 10 homes for example and you all want to get-together. You cannot all meet at one home. If there are a lot of people or cars at a home Alpine Lake Security will end up getting a call. They will come to the rental to ask anyone who is not staying in it to leave.

Alpine Lake has a boathouse and a pavilion at the beach but they can only be reserved by a property owner who MUST be present at the event.

As of 07/25/11 for family reunions or other large get-togethers- Call the Terra Alta City Hall #304-789-6664 to rent one or more of the following- The Community Building is \$100 a day. Shaw Pavilion is \$35 a day & a small pavilion next to the Cranesville road is \$10 a day. The community building has its own restrooms. There are other restrooms in the park as well. The Terra Alta Park is a very nice small town park with paved walking trails, ball fields & several playground areas. It is less than 4 miles away from Alpine Lake.

NOISE & PARTIES- SHOULD A "HOUSE PARTY" OCCUR, Alpine Lake Resort and the owner reserve the right to terminate the lease immediately without issuing any refund to the tenant. Alpine Lake is a great place to come and get away from it all- loud guests, loud parties, fireworks are not allowed in Alpine and will not be tolerated. If there is a party on premises or guests are making a lot of noise, Alpine Lake Security will be called immediately.

Alpine Lake has a "NOISE CURFEW" starting at 11pm weekdays and midnight weekends. It is fine for you to be sitting out on the decks, just keep the noise down. Otherwise security will be called.

Alpine Lake has an "OUTDOOR LIGHTING POLICY". Any outdoor lighting that is of such power that the illumination is not confined to the owner's property is prohibited. Otherwise security will be called.

SWIMMING POOL each rental has 2 Pool Passes {key cards}. You must have a card to use the pool. You do not need to take one card per person, just one card per group. Upon check out of your rental both cards must be placed back in the envelope on the refrigerator or you **WILL BE CHARGED \$20.00** per missing card.

NO PETS ARE ALLOWED UNLESS INDICATED OTHERWISE

TELEPHONES: Are in most homes with restricted service. Tenants must have their own method of calling long distance.

LOCKED CLOSETS: These are for the owner's personal items and are not a part of your rental.

ITEMS LEFT IN UNIT: We are not responsible for items that are missing or unable to be found. Please check the rental thoroughly prior to Check-Out. Alpine Lake Resort returns lost items upon request by the Renter. Returns are done through UPS or the Post Office at the expense of the Renter. The Renter agrees to pay \$20 {more for large items} for any item that needs to be mailed back to them.

REPAIRS/MAINTENANCE: Even the best or newest equipment occasionally malfunctions and cannot be guaranteed. Performance of appliance and air conditioners are not guaranteed. Thereby, refunds will not be given for their failure or any subsequent damage or hardship that may be incurred. However, repairs will be made as quickly as possible once we are notified.

WE DO NOT PROVIDE AIR CONDITIONERS {Several rentals do have air conditioning which is noted in their write-up}, household products such as paper products, soap, shampoo, etc. All rentals have a refrigerator, stove, pillows, blankets, pots, pans, silverware, toaster, coffee maker & TV.

LOCK OUTS: There will be a \$25 charge to send a handyman out if you have locked yourself out after normal business hours.

Renters may use the RECREATIONAL FACILITIES such as the beach, fishing {you do not need a WV fishing license}, tennis, etc, but you must stop by the Alpine Lake lodge first.

No open pit or outside fires are allowed in Alpine!!! Gas or charcoal grills are fine

If your rental has a propane grill & it runs out of propane- take the propane bottle to BFS located on Route 7 at the east end of Terra Alta, Mountaineer Mart located on Route 7 at the west end of Terra Alta or to Wal-Mart or Sheetz in Oakland, MD. Bring the receipt to Alpine Lake Resort tell us your name & which rental you have, we will reimburse you.

RENTALS THAT ARE FOR SALE: If a rental is for sale its write-up will say so, unless an owner puts their rental up for sale after you rent it. In that case we will give you a call to see if you want to move to another rental. When a rental is for sale the realtor may show it between 9 AM & 5 PM seven days a week during your stay, we will try to call you first. If you are not there we will show it anyway. A Realtor is always with the prospects when the home is shown. If we call you, don't worry about cleaning the place up at all, we understand you are on vacation.

For more information, please call or email
Carter & Roque
Erica Dalton
114 Alpine Lake Rd, Suite A
Terra Alta, WV 26764
301-707-9174
reservations@alpinelakevacations.com
www.alpinelakevacations.com

Every effort has been made to assure accurate descriptions. The description, prices and other amenities listed in this website are subject to change without prior notice.

ALL RATES ARE SUBJECT TO CHANGE

This agreement and disclaimer applies to Renters and all guests in the Renters' party. I, the Renter, have read, understand, agree to and will abide by this rental agreement and all conditions stated herein.