

Carter & Roque Real Estate - Alpine Lake Vacations Terms and Conditions

RESERVATIONS

You must be 23 years of age to book a cabin with Carter & Roque Real Estate – Alpine Lake Vacations. NO HOUSE PARTIES. No sororities or fraternities are allowed, if a group misrepresent themselves, they will be evicted, and no refund given. All cabins are NON-SMOKING and will result in a fine of up to \$1,000 if it is found that the cabin has been smoked in. Rates are subject to change at any time. A deposit equal to the first night stay is due at the time of booking. The remaining balance is due 30 days prior to the arrival date of your stay. All reservations made less than 30 days of arrival must be paid in full at booking. We accept Visa, MC, Discover, and check. Rental agreement must be signed within 72 hours of booking, or your reservation will be canceled. Guests hereby authorize Agent to charge any expenses related to repairs, extra cleaning, or theft/vandalism of any property from the unit to the guest's credit card on file. Property will be replaced at current retail value plus \$40 service fee. An inspection of the unit is taken before check-in and after check-out. Upon arrival to your unit, please inspect the unit and report any problems within 1 hour.

TRAVEL INSURANCE/DAMAGE INSURANCE

We recommend the purchase of Travel Insurance for all planned vacations. Travel insurance will protect your investment in case of covered events that are out of your control. We recommend for all Guest to purchase Damage insurance. Travel and Damage insurance are offered by Generali Group.

PET FEES

There is a non-refundable \$100 per pet fee. Pets are only allowed in pet friendly cabins. We allow up to 2 pets at a time, with neither pet weighing more than 50 lbs. This fee DOES NOT cover any damages to the cabin or excess clean up in the form of carpet cleaning or spraying. If your dog sheds excessively, leaves behind fleas, or causes damages to the property, you will be responsible for the cost of cleaning, spraying, repairs, or replacements. It is recommended that pets left alone in the cabin be crated. If you are found to have a pet in a pet friendly cabin without prior approval there will be a minimum of a \$500.00 fine. If a pet is found in a non-pet friendly cabin a fine of up to \$1,000 cleaning fee will be charged to the guest and guest will be escorted from the property immediately. Aggressive breeds are NOT allowed. Pet owners accept full responsibility for your pet.

CHECK IN/OUT

All reservations must be paid in full 30 days prior to arrival. Check in begins at 4pm EST. The guard gate will not give out any cabin keys before 4pm EST unless prior arrangements have been made. Check out is at 11am EST. Cabin keys must be returned to the guard gate by this time, if they are not, you will be billed \$25 per half hour until they are returned. Any guest not checked out by 1pm EST will be charged for an extra day. Upon check out guest understand and agree to perform the following before vacating: Clean all dirty dishes and put them away and put dirty towels and sheets in the laundry room. A minimum of \$50 will be charged for excessive cleaning. Turn thermostats to: Winter 55 and Summer 75 (not all rentals provide AC). Place all bagged trash (13–30-gallon trash bags) in the outside trash receptacle, turn off all lights, fans, and appliances, and LOCK ALL DOORS AND WINDOWS. Carter & Roque Real Estate – Alpine Lake Vacations will not be responsible for any items left in the cabins by the guest. There is a booklet in cabin with check in/out instructions.

CANCELLATIONS/CHANGES

Guest cannot cancel reservation, select different property, or change arrival date if the arrival date is within thirty (30) days of scheduled arrival. Any cancellation or change requests made within thirty (30) days of arrival will result in forfeiture of monies paid. No Exceptions.

All cancellations and changes made before thirty (30) days when approved will be refunded minus any booking fee. Any refunds may take up to 30 days to process. In the event of a no show, all money paid is then forfeited. In the event a unit is sold or becomes unavailable Carter & Roque Real Estate – Alpine Lake Vacations reserves the right to change rental units without notice (every effort will be made to give plenty of notice) and liability. Trip Insurance is available for purchase. Refunds and credits will not be issued due to any weather-related conditions and/or acts of God. During the winter months a 4-wheel drive vehicle may be required due to the grade of some driveways.

REFUNDS

Carter & Roque Real Estate – Alpine Lake Vacations is a property management company for the cabin owners. All cabins are privately owned. Unfortunately, we cannot refund any money or relocate guests due to any of these: TV, DVD, Fireplaces, jetted tubs, pool table, gaming system, small appliances, etc. not working or malfunctioning. No refund will be given for acts of God, loss of electrical power, water, air conditioning, or cable/satellite outages. Refunds will not be given for any reason after check in. In the event of a maintenance issue, we will make every effort to have all reported malfunctions corrected as promptly as possible during regular business hours. No refund for early departure, this includes departures due to inclement weather.

LIABILITY

Guest agrees that all personal property on the premises shall be at the risk of guest, except as provided by West Virginia State Law. Owner and Agent shall not be liable in any manner for loss due to theft or damage sustained by fire or water, howsoever caused, or by any other cause to Guest's personal property. Guest shall be responsible for the cost of repairing the Premises and/or any property that is damaged during Guest's occupancy of the Premises, ordinary wear and tear excepted.

ARBITRATION

Guest hereby agrees to settle any disputes and/or legal complaints arising under, or related to, this contractual agreement through the process of arbitration. Guest agrees to waive the right to sue and/or participate in class-action lawsuits against Carter & Roque Real Estate – Alpine Lake Vacations.

INSECTS

Welcome to West Virginia! While most vacation cabins are treated regularly, they are in wooded, mountainous environment and we cannot guarantee them to be free of pests, bugs, or animals. We do not give refunds for pests, bugs, and animals. Should a problem arise, we will take appropriate measures to correct the problems.

HOUSEKEEPING/ TRASH PICKUP

Your vacation home is cleaned prior to your arrival. Please call our office immediately to report any housekeeping issues. We will correct the problem as soon as possible. Guest must clean cabin grill after use. All bagged trash must be removed from the cabin and placed in the trash receptacle. All trash must be placed in trash bags (13-30 gallon) in order to be collected from trash company and this includes boxes.

FIREPLACES

Please make sure that fires are out in fireplace before departure. If the cabin has a gas fireplace, make sure that it is off and only the pilot light is on. No outdoor fires are allowed unless the cabin already has an outdoor fire pit.

WHAT WE SUPPLY

Each cabin owner supplies bed linens, bath towels, wash clothes, kitchenware, and utensils. All supplies are inventoried upon check out. Please be sure to bring your own laundry detergent, as we do not provide daily linen service, so you will need to launder your own linens as needed if there is a washer/dryer in your unit (not all units provide a washer/dryer). You will need to bring shampoo, bath soap, dish soap, coffee and filters, charcoal for grill, and hair dryer.

FURNITURE

Place all furniture back in the arrangement in which you found it upon arrival. Do not disconnect any cable or plugs from the television as this may interfere with its working ability. Charges will apply if furniture must be moved by the cleaning person or cables and plugs connected. All units are privately owned, not all have phone service.

SERVICE CALLS/MAINTENANCE

Maintenance issues will be taken care of in a timely matter. Emergencies take precedence over non-emergency issues. If a maintenance issue is determined to result from guests, the guests agree to pay for said maintenance. Example, A/C unit freezes up due to guest adjusting thermostat to low, refrigerator freezes due to guest adjusting thermostat, etc. As in any home, appliances, A/C and heating units, cable/satellite, TV/DVD, fireplaces, etc. may malfunction on occasion. Please report any malfunctions immediately. We DO NOT give REFUNDS for any malfunction. To change cabins a service fee and housekeeping fee will be required. We will make every effort to correct any deficiencies as soon as possible during regular business hours. If a Guest locks themselves out of the cabin there will be a \$25 service fee to send someone. Guest should not dump grease down the drain or flush anything other than toilet paper down the toilet.

POOL PASSES

Each cabin has two (2) pool passes (key cards) located on the refrigerator. You must have a pass to use the pool that is located in the resort. You only need one pass per group. Upon check out both cards must be placed back on refrigerator or the guest will be charged \$20 per card as a replacement fee.

ALPINE LAKE RULES

All Alpine Lake Resort rules must be followed by all guest during entire stay. Guest may stop in or call Alpine Lake Resort if there are questions about the recreational facilities. Alpine Lake does have a no noise curfew from 11pm until 7am. No house parties, loud guest, outdoor fires (only permitted if cabin already has a fire pit), or fireworks will be tolerated. Alpine Lake Resort and the owners reserve the right to terminate the lease without refund if any rules are broken.

CABIN FOR SALE

When a rental is for sale the realtor may show it from 9am-5pm 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 property is shown. If we call you, don't worry about cleaning the place up at all, we understand you are on vacation.

ACCOMMODATIONS

All vacation rental units are individually owned. Carter & Roque Real Estate – Alpine Lake Vacations has no ownership interest. Each property reflects the taste of each owner. We are not responsible for any changes made by the owner in furnishing or amenities. All guests understand they are solely responsible for any property damage, accident, death, injury to any person(s), or loss sustained by any person, including, the loss of money, jewelry, and other items of personal property, arising out of or in any way related to a guest use of the premises. All guest shall inspect and be familiar with the proper use and application of all items in the vacation rental prior to using them. The guest agrees to indemnify and hold Carter & Roque Real Estate – Alpine Lake Vacations and/or the homemaker's harmless from all claims, including those of third parties, arising out of or in any way related to, a guest use of the premises or the items of personal property provided therein.

Every effort has been made to assure accurate descriptions. The descriptions, prices, and other amenities listed in this website are subject to change without prior notice. ALL RATES ARE SUBJECT TO CHANGE.