

BLACK BEAR CHALET VACATION RENTAL CONTRACT
(2499 Talbot St., South Lake Tahoe, CA 96150)

This vacation rental contract is a legal agreement between Cheryl Black (also referred to as the “Property Manger”) and you, the Renters (also referred to as “Tenants” and “Guests”). This contract is entered into agreement as of the date when the Renters place their reservation online and the reservation is screened and accepted by the Homeowner. Owner reserves the right to refuse service to anyone.

Payment Policy:

PAYEE

Cheryl Black, Property Manager

P. O. Box 1105

Genoa, NV 89411

Phone: 925-286-7351

EMAIL: RentalsInTahoe@gmail.com

Payment / Confirmation Policy

In order to book and hold your reservation, a down payment of \$400 must be received when booking a reservation more than 60 days in advance, with the remainder due and payable 60 days prior to arrival. In addition the rental contract must be signed (digital signature accepted). If the reservation is booked 60 days or less prior to arrival, the entire amount of the stay is due and payable in full and the rental contract must be signed (digital signature accepted). The rental total is due and payable upon acceptance of this contract by the owner/manager. Payment is done by either echecks or by credit card.

Cancellation Policy

If the reservation is cancelled prior to arrival, our policy is to provide:

- More than 60 days before arrival: full refund*
- Between 45-60 days before arrival: 50% refund of Rental Fee*
- Less than 45 days before arrival: NO REFUND

*Refunds are less 5% if payment was made by credit card.

Cleaning & Linen Service Policy:

The home is provided with pillows, linens, blankets, towels, kitchen towels, comforters, hand towels & wash cloths to accommodate 8 people. A cleaning service to clean the house and linens on your departure is included on your invoice. However, you are only responsible for cleaning the BBQ grill (if you use them). Failure to clean the barbecue will result in a \$20 fee charged to your credit card for each item left dirty. You are responsible that all debris, rubbish and discards are placed in plastic bags and left in the laundry room, and soiled dishes and cooking utensils are placed in the dishwasher and run. The stove and countertops should be wiped clean. The refrigerator should be emptied.

It is standard for beds to be made for Guests arrival as part of the linen and cleaning service.

The home is provided with a starter set of toilet paper and paper towels. There is also laundry detergent in the laundry room, dishwasher detergent, and liquid dish detergent. There is a propane barbecue and tank for your use, but the owners cannot promise that the tank will be full. Owners do not guarantee that these extra items will always be available and guests should bring their own paper goods, toiletries, & foil, special spices, etc. There are some that are provided. There is a Dollar Tree nearby in Zephyr Cove for those needed items.

Sales & Hotel Tax Policy:

The County of El Dorado requires us to charge a 10% Transient Occupancy Tax.

Rental Agreement:

We, the Renters (also referred to as "Tenants" and "Guests") agree to the following:

1) PAYMENT DUE - All rental monies are due & payable according to the payment schedule disclosed under "Payment Policy" above on reservation acceptance.

2) CANCELLATION-

If the reservation is cancelled prior to arrival, our policy is to provide:

- More than 60 days before arrival: full refund*
- Between 45-60 days before arrival: 50% refund of Rental Fee*
- Less than 45 days before arrival: NO REFUND

*Refunds are less 5% if payment was made by credit card.

3) SNOW STORMS, FIRE/SMOKE, AND OTHER ACTS OF GOD - There are NO REFUNDS.

4) CONDITION OF PROPERTY: Owners have, to the best of their ability, given an accurate description of the property and its condition. Our cleaning staff will have cleaned it before your occupancy. All electrical, plumbing and small appliances should be in working order. The failures of operation of electrical appliances, such as hot tubs, large screen TVs, cable, water heater, furnace (gas), or the Internet and WiFi service are not a basis for any refund, even though the appliance may be the reason for rental. Owner will make every effort to have these items repaired but does not guarantee that they will be repaired during Guests occupancy. In the case of the water heater/furnace, every effort will be made to have them fixed as soon as possible. When you arrive, not half way through your stay, if you find that the house has not been cleaned to normal standards please notify the Owner immediately. We will do our best to have tradesmen/cleaning staff attend to the problems but may not be able to fix everything over holidays and weekends. Under no circumstances will any of the rental money be refunded or returned because of the condition of the house.

The Guest agrees to hold the Owner harmless from any liability for the condition of the house. However, if contacted, problems will be addressed and every attempt will be made to rectify the issue. Due to the nature of forest properties, the snow and ice on stairs, decks and concrete are not always safe. USE AT YOUR OWN RISK.

5) CLEANING & REPAIRS: All homes have cleaning included in the total rent. Please note that cleaning does not include dishes, cooking utensils, or the barbecue. If additional cleaning is required after you leave, it will be charged to your credit card, or subtracted from your security deposit. Guest agrees to keep house, furniture and furnishings in good order. Removing, adding or changing furniture without Owner's written approval shall be deemed a material breach of this Rental Agreement, and is strictly prohibited. Guest is responsible for cost of replacement of any damage to furniture or premises and replacement of missing items. Under no circumstances can any furnishing or linen be taken outside.

6) ENTRY OF PREMISES: With Guest's permission, which is hereby given, Owner or Owner's representative may enter the premises during reasonable daylight hours without securing prior permission from Guest, but shall give Guest notice of such entry immediately prior if possible and immediately thereafter. For inventory and maintenance purposes a property management employee of the Owner may need to enter the premises. The same permission procedure applies as above. In any emergency, Owner or Owner's servicing agents may enter the premises at any time without permission of Guest for the purposes of making repairs to alleviate such emergency. If Guest abandons or vacates premises, Owner may, at his option, terminate this agreement, re-enter the premises and remove all Guest's property.

7) SECURITY DEPOSIT – There is a \$300 security deposit which will be refunded after the guest's stay following the cleaning and thorough inventory check by the cleaning staff, which is normally 7 days following departure.

8) PREPARATION FOR DEPARTURE - Any unused beds will be left as found. Leave used beds unmade and used towels on the bathroom floor or laundry room. Any trash or debris should be bagged up and left in the laundry room. Any dishes should be run through the dishwasher, and the kitchen counters and the stovetop should be wiped down. If the barbecue has been used, it should be cleaned with the brush provided and wiped down. This is a non-smoking property. If smoking outside, make sure that cigarette butts do not end up in the hot tub, deck areas, or yard. In like manner, if drinking from bottled or canned beverages, make sure they are thrown in the garbage and not left outside. Trash is a problem due to the day of trash pickup and the bear problems in the area. As a result there is a private contractor who picks up the trash at the house following each reservation. There is a maximum of three large trash bags allowed per week. If more trash is produced, there will be a \$10 charge per large trash bag produced. Trash pickup day is Friday morning. You may put your trash bags out at the curb for pickup

9) ASSUMPTION OF RISK: Any persons using the hot tub do so at their own risk and the owner assumes no responsibility for accident or injury. No one should be in the hot tub alone. Those who are under the age of 12, pregnant, and with medical conditions such as heart and high blood pressure use the hot tub at their own risk. Those under the age of 12 must be accompanied by an adult. Children should be watched outside on the decks and stairs, especially in the winter months. Renters will hold the Owners harmless from any and all bodily injury and/or arising out of Renters' negligent acts or omissions. See disclaimer below.

10) CHILD PROOFING: Guest understands that no special efforts have been made to “childproof” this house, and accept the risk of harm to any children we allow on the property. These risks are not limited to, but include access to the hot tub, adjacent street, cleaning supplies in the house and plants outside the house that might be poisonous if ingested. Care must also be taken for your children on the decks.

11) ELECTRICAL EQUIPMENT: The guest must not make any changes to the setup of the WiFi Modem/Router, or the Television/DVD/Cable box.

12) MISSING ITEMS - Renters will be charged for any missing items reasonably attributable to Renters and not returned after notification. The cleaning service performs an inventory/survey of the property after Guests depart and notifies the Owner of any missing items. Owner will notify guests in the event that items were inadvertently taken, and provide guests the opportunity to return the missing items.

13) PERSONAL PROPERTY: Guest understands that any personal property of and used by Guest is not insured by Owner and Owner shall not be responsible for any lost, stolen or missing property of the Guest or property of Guest left after check out.

14) KEYS - Lost keys will incur replacement costs of \$15 each.

15) NO PARTIES - This is not a party house. The Renter must be 26 years of age to book this Vacation Rental. Any special occasions such as weddings, receptions, family reunions or increase of occupants (guests not registered on registration form) must be disclosed at the time the reservation is made and is subject to Owner's advanced approval. Prom parties, fraternity or sorority parties and graduation parties are not allowed at any time. Adults cannot rent property on behalf of underage guests, no exception.

16) NON-SMOKING - This is a NON SMOKING vacation rental. Evidence of smoking, such as the smell of cigarette or cigar smoke inside the home by the cleaning crew is sufficient basis to charge the renter for smoke cleanup and removal from carpeting, AC ducts & filters and furniture. This type of cleanup is expensive and Renter is Liable for the deep cleaning Costs incurred.

17) NO PETS ALLOWED. If you bring a pet(s), this rental agreement will be forfeited, terminated and deposits will be retained and a deep cleaning fee will apply.

18) MAXIMUM OCCUPANCY - is eight adults and that includes children. Beds are only provided for 8. The three bedrooms each have a king bed and there is a sleeper sofa in the living room. This includes occupancy day and night.

19) FIREPLACE – The fireplace has now been replaced with an electric fireplace appliance. \$100 for lost remote.

20) PARKING – Off street parking is available for 4 vehicles. Vehicles are to be parked in the driveway and not off the driveway please. Parking on the road is not permitted, and is illegal during the winter months due to restricting the use of snow removal equipment. Any illegally parked cars are subject to towing; applicable fines/towing fees are the sole responsibility of the vehicle owner.

21) SUBLETTING: Guest is not authorized to let or sublet all or any part of the premises nor assign the lease or any interest in it without the prior written consent of the Owner.

22) INTERNET USE:

Restrictions - You agree that you will not:

- give out wireless internet password outside of your rental party;
- reset, erase or modify the router password;
- transmit any material that is unlawful;
- transmit any material that infringes copyright or other proprietary rights of any party;
- use the internet for excessively high volume data transfers.

Internet use will terminate immediately if you fail to comply with any of its terms or conditions.

No Warranty is provided for Internet use. Internet use and related equipment are provided “as is” without warranty or guarantee of any kind. In no event shall Owner be liable for its use. By electing to use Wi-Fi, you assume all risk and hold us harmless in the event of any damage you may suffer due to security breaches.

23) CHECK-IN & CHECKOUT - Check-in is at 4:00 PM and checkout is 11:00 AM. A late checkout is subject to extra rental charges at the rate of \$50/hour after a grace period of 30 minutes. Guests may arrange for extra time in advance to avoid any early/late checkout fees. If Guests are not present when cleaning crews arrive and have left their possessions in the house, cleaning crews will collect their possessions and remove them from the premises in order to prepare the unit for incoming guests and Guest will be charged \$150 for this service. PLEASE checkout promptly, the cleaning crews have a very short time window to prepare the unit for new guests.

24) EARLY CHECK-IN OR LATE CHECK-OUT – It may be possible to check in early or check out late if arranged prior to arrival. It is dependent on whether or not there is a reservation by other guests before or after your reserved time frame. The cost for early check-in or late check-out is \$50.

25) CHECK-OUT PROCEDURES - Renters are responsible to complete the check-out procedures in the provided guest package that includes a check out list and to insure that the keys are placed back in lock boxes and the home is left locked.

26) HOLDING OVER: Because of the nature of Owner's business (short term winter and summer recreational rentals) Guest understands, and is hereby put on notice that any unauthorized "holding over" of the property past the stated rental period could severely jeopardize Owners business and cause loss of rental income from other previously booked guests, temporary and/or permanent loss of business, goodwill and reputation and, among other things, could force Owner to breach an agreement with similar short term summer and winter recreational Guest(s) who may have reservations during Guest's unauthorized "holding over" period. In the event, Owner may be legally liable in damages to said other guests. Guests should be aware that unauthorized "holding over" has been construed as a factor in establishing "malicious continuing occupation" of rental property, which may entitle Owner to treble damages in any unlawful detained action. Guest also recognizes the unauthorized "holding over" could be grounds in court as a cause of action for intentionally interfering with Owner's prospective business advantage. In addition, we will charge \$50.00 an hour past 11:00 a.m. on day of check out.

27) RELATIONSHIP OF PARTIES: It is specifically agreed and understood that the relationship between the parties herein shall be deemed to be of proprietor and lodger or Guest as opposed to a relationship of landlord/tenant. Guest specifically waives and make inapplicable to this lodging the provisions of California landlord/tenant Law.

28) REMEDIES: In the event of a default to the Rental Agreement, particularly, but not limited to Guests unauthorized "holding over" or those acts mentioned above in this agreement, and in addition to all other rights and remedies Owner may have at law, Owner shall have the option, upon written notice or as the Law may hereinafter provide, Owner may immediately re-enter and remove all persons and property from premises. In such an instance, the Rental Agreement will be terminated, and Owner shall be entitled to otherwise recover all damages allowable under the Law. The Guest, as part of the considerations of this special rental, in recognition that this property is booked in advance by other Guests throughout the year, hereby waives all claims for damages that might be caused by Owner; re-entry and taking possession of premises or removing or storing property as herein provided, and will hold Owner harmless from loss, costs and damages occasioned thereof, and no such re-entry shall be considered or construed to be a forcible entry as defined in the California Code of Civil Procedure or other similar statutory provisions.

Further, if for any reason Owner is unable to deliver possession of the premises to Guest at the commencement of the term specified in the Rental Agreement, Owner shall refund amounts paid by Guest, but shall not be liable for any other damages caused thereby.

28) ATTORNEYS FEE/DEFAULT: If any legal action or proceeding (including default, non-payments, etc.) arising out of or related to this Rental Agreement is brought by either party to this Rental Agreement, the prevailing party shall be entitled to receive from the other party, in addition to all other relief that may be granted, the reasonable attorney's fees, costs and expenses incurred in the action or proceeding by the prevailing party.

29) INDEMNIFICATION: Guest agrees to indemnify and hold harmless Owner for any liability arising before termination of this Rental Agreement for personal injuries or property damage caused by the negligent, willful or intentional conduct of Guest(s). This indemnification agreement does not waive Owner's duty of care to prevent personal injury or property damage when that duty is imposed by law.

30) PRIOR AGREEMENTS: No prior agreement or understanding not contained in writing herein shall be effective. Furthermore, Owner, other than what is specifically written and set forth herein, makes no other or further representation regarding the nature, character and quality of the premises to be rented, and no representation shall be deemed to exist or be material unless and until it is reduced to a writing and signed by the parties. This Rental Agreement may be modified in writing only, and must be signed by the parties in interest at the time of the modification. It constitutes the entire agreement of the parties. If any provision in this contract held by any court to be invalid, void or unenforceable, the remaining provisions shall never the less continue in full force.

31) FORUM SELECTION, JURISDICTION, LAW AND VENUE- The parties agree to the *exclusive* jurisdiction and venue of the District Court of the State of California for El Dorado County and/or Municipal court for the city of South Lake Tahoe for the resolution of all disputes arising under this Agreement. The sole and exclusive venue (i.e. place where lawsuit may be filed) for any legal proceedings shall be in the County of El Dorado, California. Guest expressly waives any other right or privilege with respect to the election of venue or court (i.e. state or federal) and location of the venue of action. **GOVERNING LAW** – It is expressly agreed that this Agreement shall be governed and construed by the laws of the State of California only, irrespective of the state of residency of Guest.

DISCLAIMER:

Renters understand that the Homeowners are not responsible for any personal injury caused by slipping on wet or icy pavement or surfaces, and that tenants are responsible for exercising care when on the decks, stairs, and surfaces that are wet or icy due to weather or use of hoses to wash down areas, and further, that the homeowners are not responsible for any personal injury or loss or damage to tenants' property caused directly or indirectly from foul, inclement weather conditions, Acts of God or nature, failure of heat, accidents related to fire, heaters, stoves, tenants' failure to take adequate precautions around wet areas, or any unforeseeable circumstances.

Under no circumstances will Tenants or their guests hold the Owners of the Vacation Rental responsible for any damages or claims of any kind resulting from their stay, except for intentional acts of harm.

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.

Guest Information for the

BLACK BEAR CHALET (Homeaway 216528 or VRBO 31144)

You may fax this form to 866-289-3389 or scan and email it to

RentalsInTahoe@gmail.com or return to Homeaway/VRBO

Name(s) of guest applicant _____

Dates of Reservation - Month _____ Day _____ to Month _____ Day _____

Age(s) of applicant _____

Applicant must be at least 25. Please forward a picture of your current driver's license or photo ID.

Address of applicant including zip code

Street address _____

City _____ State _____ Zip code _____

Home phone _____ Cell phone _____

Work phone _____

Contact email _____

Number of guests _____ (There is an absolute maximum of 8, including children) List names and ages

_____	_____
_____	_____
_____	_____
_____	_____

Please note: We are now monitoring the number of guests by a neighbor who lives on our street. If there are more than 8 guests, there will be a forfeiture of the security deposit. **Please initial to indicate that you have read this _____**

This home is a non-smoking home and animals are not allowed. If evidence of smoking or animals are detected, the entire security deposit will be forfeited.

Please initial to indicate that you have read this _____

This home is NOT a party home including but not limited to sorority/fraternity parties, bachelor/bachelorette parties, wedding receptions, or large gatherings. This does not mean guests coming to the home when celebrating a birthday with a few couples, or attending a wedding. Ask if there is a question. **Please initial to indicate that you have read this _____**

There is a noise ordinance in affect in South Lake Tahoe which is 10:00 pm to 8:00 am. If there is a complaint against our guests, the entire security deposit will be forfeited, because the owner stands to lose his business license. **Please initial to indicate that you have read this _____**

Please call us when you get into the house so that you can let us know if everything is okay with the house. If it is late, please call in the morning. If something needs attention, we would appreciate hearing about it at the beginning of your stay rather than having a guest be upset about it and calling us at the end of your stay when we cannot remedy the situation. **Please initial to indicate that you have read this _____**

When traveling to Lake Tahoe, we would like you to understand that you will be staying in a heavily forested area, and that while being there to enjoy the beauty of the outdoors, it also brings with it added difficulty in many areas. Pine needles and pine cones fall, critters of all kinds, not limited to bears, coyotes, wild cats, raccoons, bats, squirrels, chipmunks and mice will and do get into the houses since guests very often leave the doors open. Even though we have the homes sprayed, we battle insects of all kinds constantly. We have tried our best to keep the outside from coming in. It is a battle that those of us who live in Lake Tahoe live with. **Please initial to indicate that you have read this _____**

We ask that you understand that this home is located in an area that gets, at times, large amounts of snow. We contract with a company to make a pathway to the front door and to clear the driveway. However, caution must be exercised by our guests in icy conditions to assure that accidents do not occur. You understand that all usage of the facilities of the unit is entirely at your own risk and you hereby hold harmless and indemnify the owners and their representatives against any nature of claims whatsoever, by you or any members of your party, including but not limited to injuries, illness, loss of personal effects, and you also hold owners harmless against any and all other events or circumstances beyond the control of the owners as well as acts of God in connection with your occupancy of the unit.

Please initial to indicate that you have read this _____

Please call Cheryl Black at 925-286-7351 a week or two prior to your arrival to obtain the current lockbox code which holds the keys to the house **Please initial to indicate that you have read this _____**

I acknowledge that I have read and understand the Vacation Rental Contract in its entirety, and this Guest Information Form .

Applicant's signature _____

Date of signature _____

Manager's signature _____

Black Bear Chalet Informational Letter

**Address: 2499 Talbot Street
South Lake Tahoe, California
House phone: (530) 541-4191**

I'm sure you will appreciate all that this area has to offer. This letter will give you directions to the home, give you some possible places to enjoy in Tahoe, and also let you know what you need to do to close up the house when departing.

KEY INFORMATION - Please contact me a week or so prior to your arrival for the current combination for the lockbox where the keys are stored. The lockbox is located on the trim of the front door. The combination code is as follows: ___-___-___-___-___. There is a little button at the top. Push that down and the faceplate will pull forward to expose the keys. Please return the keys to the lockbox at the end of your stay. Thank you in advance.

ARRIVAL TIME: 4:00 P.M. DEPARTURE TIME 11:00 A.M.

EARLY CHECK-IN OR LATE CHECK-OUT – It may be possible to check in early or check out late if arranged prior to arrival. It is dependent on whether or not there is a reservation by other guests before or after your reserved time frame. The cost for an early check-in or late check-out is \$50.

DIRECTIONS

From San Francisco Airport:

- 1) Start out going WEST on departing flights towards DOMESTIC TERMINAL EXIT by turning left = .19 miles
- 2) Turn SLIGHT RIGHT onto DOMESTIC TERMINAL EXIT = .04 miles
- 3) Stay straight to go onto DOMESTIC TERMINAL EXIT = .17 miles
- 4) Turn SLIGHT RIGHT onto AIRPORT EXIT = .15 miles
- 5) Take the US-101 N/I-380 W ramp towards I-280/SAN FRANCISCO / SAN BRUNO = .12 miles
- 6) Keep LEFT at the fork in the ramp = .22 miles
- 7) Merge onto US-101 N = 11.03 miles
- 8) Take I-80 E towards BAY BRIDGE / OAKLAND / SEVENTH ST / US-101 N = .09 miles
- 9) Merge onto I-80 E = 81.18 miles
- 10) Take CAPITAL CITY FRWY towards SACRAMENTO / SOUTH LAKE TAHOE = .15 miles
- 11) Merge onto CAPITAL CITY FRWY = 5.05 miles
- 12) Stay straight to go onto US-50 E = about 110 miles.
- 13) Turn right at the first stop light which is PIONEER TRAIL
- 14) Go about 5 miles to the first stop light which is at COLD CREEK, and turn right.
- 15) Take the first left, which is ALICE LAKE
- 16) Go 2 blocks and turn right on TALBOT STREET. The house is on the right and is third house from the end. 2499 Talbot Street

From Reno / Tahoe Airport:

- 1) Start out going West on E PLUMB LN towards DURHAM RD by turning right
- 2) Turn LEFT to take the US-395 S ramp toward CARSON CITY.
- 3) Merge onto US-395 S
- 4) Take the US-395 S exit- exit number 578 - towards VIRIGINIA CITY / CARSON CITY / SO LAKE TAHOE.
- 5) Merge onto US-395
- 6) Turn SLIGHT RIGHT onto US-50
- 7) Continue up the hill past Spooner Summit and the highway will veer off to the left. Follow the lake, passing Cave Rock, Zephyr Cove and Round Hill Shopping Center, and keep going past all the Casinos until you get to Pioneer Trail.
- 8) Turn left on PIONEER TRAIL
- 9) Go past the stop lights at Ski Run Blvd. and Al Tahoe and turn left at the stop light at COLD CREEK.
- 10) Turn left at the first street which is ALICE LAKE
- 11) Go 2 blocks and turn right at TALBOT STREET. The house is on the right side of the street and is the third house from the end. 2499 Talbot Street

FOR YOUR INFORMATION:

- 1) The HOT TUB lock code is 9-9-4.
- 2) **HOT TUB** - It is imperative that you take a shower before going into the spa. If the spa is entered too many times with lotions, sun screen, etc., it makes the chemicals lose their potency and when the spa is serviced again, instead of just adding the chemicals, the spa company has to completely drain the spa and scour it down. For this reason, if the spa needs to be drained, and it takes them an hour and a half extra to do that, the cost of \$45 will be deducted from your security deposit if this needs to be done!
- 3) The **GARBAGE** situation in this home has become a problem due to the bears from the National Forest. If you happen to be there on Friday morning, you may place your bags out at the curb THAT MORNING (not the night before) and the garbage will be removed. At one time, we had a green storage locker or “bear box” outside, but because our guests didn’t follow instructions and garbage ended up strewn about, and we also had numerous complaints from our neighbors, we were forced to discontinue using the garbage receptacle. Since the bears have been attracted to the garbage all over the Tahoe region, the bears are becoming bolder and in some cases have actually broken into houses, so it is important to keep them away. By eating “people food“, the bears are no longer hibernating! The comments from our neighbors were important for the welfare of everyone, including our guests. We now ask that you bag up your garbage and place it in the laundry room for the cleaning service to remove at the end of your stay.
- 4) The **BEARS** have now become a nuisance, and one stuck his head through a screen door in the neighborhood. This was late at night in the summer time, but still it should serve as a warning that food left outside attracts “Yogi Bear”.
- 5) **WI-FI** - The house is equipped with Wi-Fi. To access, look for the network/password on the back of the router. Please do not mess with the hookup of the modem and router!!!
- 6) **HOT TUB AND HOUSEKEEPING PROBLEMS** - may be addressed by calling Alison Fradd of High Level Services at 775-843-7898.
- 7) **Whenever there is a housekeeping problem or spa problem, please let us know so that**

we can address the situation as soon as possible. If there is something amiss, we need to know.

- 8) The outside lights on each side of the garage are on a timer, and the floodlights are motion detectors so that you can see going up the front steps. In addition, there is a light by the front door that you may want to leave on if you will be coming back after dark. Please leave both of these light switches in the "on position" so that the next guests do not have a difficult time seeing when they come up the steps.
- 9) **PROPANE BARBECUE** - There is a propane barbecue and tank that is available for your use. However, since we are not in the area most of the time, as a matter of logistics, we do not provide the propane. The best place to fill it if necessary is the GROCERY OUTLET on Hwy 50 headed towards the "Y", and KINGSBURY HARDWARE on Kingsbury Grade, or SR 207. We ask that with your final use, that you keep the grills hot to burn off any remaining food, then use the wire brush to clean off the grill so that it is ready for the next guest.
- 10) **FIREPLACE** – The fireplace has now been replaced by an electric fireplace appliance. We hope you enjoy the addition. The fireplace is plugged into a power strip. Turn the power on at the power strip and use the small black remote on top of the mantel. \$100 to replace this.
- 11) The kitchen has a supply of pots and pans, dishes, glasses, utensils, etc. There is a dishwasher, microwave, coffee pot, can opener, blender, toaster, hand mixer, etc.
- 12) There is a washer and dryer for your convenience.
- 13) The bathrooms have 8 sets of towels and wash clothes and a starter set of toilet paper.
- 14) The bedrooms each have a freshly changed bed and a television. The master has a new 32" flat screen TV.
- 15) The great room has a full sized sleeper sofa and the linens for it are stored in the master bedroom closet. We have just added a new 48" flat screen TV for your enjoyment.
- 16) We do not supply toiletries – soaps, shampoo, etc.
- 17) **PLEASE HELP US CONSERVE ENERGY!!!** We would appreciate your help in turning the lights out when not in a room, or leaving the house. Thank you in advance for turning down the heater to 60 degrees when you depart.

BEFORE YOU LEAVE:

- 1) Please turn off all lights except for one lamp in the living room.
- 2) **PLEASE help us conserve energy by** turning the thermostat down to 60 degrees in the winter.
- 3) Please close the flue on the fireplace if you used it and the logs are not burning.
- 4) In the kitchen, make sure any dirty dishes are placed in the dishwasher and run, and the counters and stove top are washed.
- 5) Make sure all the appliances are turned off, and unplugged in the case of the coffee pot, blender, etc.
- 6) In the bedrooms, **do not remake the beds** since housecleaning does not know how many people have stayed in the house. If the sofa bed is used, please remove the sheets and leave them on the sofa, again, so housekeeping knows the linens have been used.
- 7) In the bathrooms, please pile up the used towels.
- 8) In the laundry room, check to make sure there are no personal clothes in the washer / dryer.
- 9) Check the dresser and chest of drawers and washer/dryer to make sure you have removed your possessions.

- 10) Do you have the chargers for your electrical equipment?
- 10) Please leave your garbage in the laundry room for the cleaners to remove.
- 11) Make sure the HOT TUB cover is closed and locked.
- 12) **Make sure the keys are returned to the lock box for the next guests!! It is the first thing that housekeeping will check.**
- 12) **PLEASE TAKE A SECOND LOOK AROUND.** Have you looked for your personal belongings in the bed linens, under the beds, in the closets and drawers? Do you have your cell phone charger, cameras, lap tops? Did you leave your hair drier or curling iron? You can't believe what is left behind.
- 13) **We do not want the furniture within the house to be moved.** However, if you move furniture around, please return it to where you found it upon arrival, and any electrical is reconnected for the next guests. If the cleaners have to move furniture back, extra employees are called in, and an additional \$50 will be deducted from your security deposit.
- 14) **In order to get your entire deposit back,** we must have the keys, the house must not show any undo wear and tear or damage, the furniture must be in its original location, and an inventory will be done of the sheets, pillows, towels, etc.

NICE TO KNOW PLACES AND ACTIVITIES:

Some of the highlights that we have enjoyed (I will add others as our guests report about their favorites, so please report in):

FOOD:

- 1) Our favorite place for reasonable meals is the Lakeside Inn. Their breakfast special is 2 eggs, and then you have your choice of pancakes, French toast, or hash browns and toast. The special is \$5.99.
- 2) If you want a special night out, try the Edgewood at the Edgewood Golf Course. Since it is right on the lake, it has a spectacular view. You have to plan in advance for this treat because it books up early!! It is our personal favorite.
- 3) Café Fiore is a popular little place with fabulous food.
- 4) The Red Hut is one of the locals' favorite stops for breakfast and lunch. The wait can be long, but there are 3 locations. Two are in South Lake Tahoe on Hwy 50 in California, and the other is on Kingsbury Grade in Stateline, Nv. The new one at Hwy 50 and Ski Run Blvd.
- 5) Ernies's is in South Lake Tahoe, out by the "Y" and is a good choice if you're in that area and want breakfast or lunch.
- 6) The Beacon is out at Camp Richardson and offers dining inside and outside with views of the lake.
- 7) Zephyr Cove Resort in Zephyr Cove, Nv., offers dining inside and outside with wonderful views of the lake.

ACTIVITIES:

- 1) Zephyr Cove Resort offers so many activities. In the summer time they have horse back riding, the M. S. DIXIE II paddle wheeler, the WOODWIND catamaran, sport fishing charters, parasailing, rentals of boats, jet skis, peddle boats, canoes, and kayaks. In the winter time they have snowmobiles which take you up to Spooner Summit for a breathtaking ride with gorgeous views of the lake (especially if the day is clear and sunny.) Mornings are best for those photos..
- 2) Nevada Beach is a favorite on the Nevada side of the state line. It isn't as crowded as Regan and Pope Beaches on the California side.
- 3) Craft fairs are ongoing throughout the summer on the weekends. They are fun for those one

of a kind purchases.

- 4) There are a group of craftsmen that rotate the location of their craft fair from Round Hill Shopping Center in Stateline, NV, the “Y” in South Lake Tahoe, and along Hwy 50 at the Middle School.
- 5) Make sure you check the Harrah’s website for upcoming celebrity attractions and book in advance.
- 6) The Visitor’s Center has a wonderful nature hike (all year long), and also will give you directions to all kinds of spectacular hikes and other activities. Don’t miss the Tallac Historic Homes. They are the homes of the early Tahoe settlers such as the Baldwins and the Popes. Try to visit Angora Lake since it is only about a half mile hike, but the rewards of their well-known lemonade at the end of the trail make it truly rewarding. Cascade Falls are another nice hike and have been recommended to me by the Record family from Indiana.
- 7) Vikingsholm is an authentic Viking inspired home built at the turn of the 20th Century. The tour is really interesting.
- 8) The Heavenly Valley Tram Ride is very scenic and in the winter time, if you ride up to the top, they have tubing available which is fun for kids of all ages according to Jo Nell, a 50’s something from Texas.
- 9) Summer mountain activities at Heavenly Valley - Spend the day exploring Heavenly Mountain and the summer activities. Activities included in the **Ultimate Adventure Pass** are: Summer **Tubing, zip lines**, Boulder Cove Ropes Course, Black Bear Ropes Course, Discovery Forest Ropes Course, **Granite Peak Climbing Wall**, and round-trip **Scenic Gondola Ride**

If you do something you would like passed on to others, PLEASE let me know.

Game Rules Harvard Soccer Table

The Object of the Game

To be the first team (or player) to score a predetermined number of points or to score the most points in a given amount of time.

Serving

The server rolls the ball through the serving hole to start the game, after a point is scored, or after the ball leaves the table. The server can spin the ball to influence the serve, but the ball must be struck by one of the serving team’s (or server’s) player figures. Once the ball is in play, it remains in play until it is hit off the table, a dead ball is declared, time out is called, or a point is scored.

Passing

If a ball is pinned on the 5-man rod, it cannot be passed to the 3-man rod of the same team without touching at least two player figures as it is being passed.

Scoring

When a ball enters the opposing team's goal, a point is scored. If the ball enters the goal, but bounces back onto the playing surface or leaves the table, it still counts as a goal.

Spinning Rods

Spinning the rods is illegal.

Ball Off The Table

If the ball leaves the playing surface and strikes any object that is not part of the table, it is declared "off the table" and should be put back into play by a serve from the team (or player) that originally served that ball. If the ball rolls into the serving cup and then returns to the playing surface, it is still considered "in play."

Dead Ball

If a ball has completely stopped its motion and cannot be reached by any player figure, it is declared a "dead ball." If the ball is declared dead between the goal and the 2-man rod, it should be put back into play by placing it in nearest corner and releasing it. If the ball is declared dead anywhere else on the playing surface, it should be put back into play by a serve from the team that originally served the ball. If a ball is spinning in place, it is not considered a dead ball.

HOT TUB INSTRUCTIONS

The Standard Digital Control:

1. Control Pads – Temperature – The current temperature is constantly displayed on the LCD. When either pad is pressed, the set temperature will appear. (The set temperature is designated by a triangle) Each time either pad is pressed again, the set temperature will increase or decrease, depending upon which pad is pressed. After 3 seconds, the LCD will automatically display the spa temperature. The "Cool" pad also resets the control in the rare instance of an overheat.
2. Optional Air Jets – Activates or deactivates the blower for aeration in the spa. The blower will also automatically cease after 15-20 minutes.
3. HydroJets – Touch this pad once to activate the pump's low-speed. Touch again to start the pump's high-speed. Press the pad a third time to deactivate the pump. The pump's low-speed starts automatically when the heater is turned on, when a filter cycle is activated or when a freezing condition is detected. If automatically activated, the low-speed cannot be disabled from the front panel; however the high-speed may be started. Whenever the low or high-speed pump is energized with this pad, it will automatically

cease after 15-20 minutes of operation

4. Light – Activates or deactivates the light. The spa light will automatically turn off after 4 hours of operation.
5. Liquid Crystal Display – Continually displays the spa temperature, as well as the various monitoring functions.
6. Mode Selection- The spa may be switched from Standard to Economy mode and vice versa by pressing the mode pad. When in Standard mode, the spa temperature is maintained at the set temperature at all times. When in the Economy mode, the display will alternately flash “ECON” and the current spa water temperature. During the filtration cycles in economy mode, the heater engages to heat the spa up in the set temperature. While in Economy mode, should the spa water temperature fall below 20 degrees of set temperature, the heater will engage to heat the spa water within 15 degrees of set temperature.

Preset Filter Cycles – The spa will automatically filter itself twice each day. The first filter cycle will begin 5 minutes after the spa is energized. The second filter cycle will begin 12 hours after the start of the first filter cycles. If your unit has a blower, it will activate for a short period of time at the start of each filter cycle to clean out the air channel. The pump will run in low speed during the filter cycles and the heater will be enabled. Filter duration is set at the factory to two 2 hour cycles. This can change to two 3 hour, two 4 hour or two 5 hour cycles. Contact your dealer if a different duration is required.

System Messages

ECON The spa is in economy mode. “ECON” is flashed alternately with the current temperature and “COOL” until the spa water is less than 15 degrees cooler than the set temperature.

OH Overheat Protection (Spa is deactivated) – If a malfunction occurs and the spa water reaches 112 degrees, the system will completely shut down. In such a condition, **DO NOT ENTER THE WATER**. Turn off all power to the spa and contact your dealer or service organization. Overheating may also occur if the filter duration is set too long at the time of installation. If this happens, remove the spa cover and allow the spa to cool to below 110 degrees. Press the “COOL” pad to reset the system. If the water is still too hot, press the blower pad.

FLO (Flashing) – 1 –The filter may be plugged. Remove the filter and clean. 2—The amount of water flow may be inadequate. Make sure the spa is filled correctly. 3—A pressure switch may have malfunctioned. The spa will continue to operate, but the heater will not activate. Contact your dealer or service organization.

FLO (Constant) – A pressure switch has malfunctioned. Contact your dealer or service organization

COOL Temperature Set Back – The heater will activate to provide freeze protection when spa water is more than 20 degrees colder than the set temperature. This is a normal spa function; no corrective action is necessary.

ICE Freeze Protection – If a freeze condition is detected, the low-speed pump is automatically activated. This is a normal spa function; no corrective action is necessary. Freeze protection is enabled regardless of the spa's status.

SN1 Open Sensor (Spa is deactivated) – The high-limit temperature sensor is non-functional. This must be repaired only by a dealer or qualified service organization.

SN3 Open Sensor (Spa is deactivated) – The main sensor is non-functional. This also must be repaired by a dealer or service organization.

We hope you had a wonderful stay, and as they say in the south, “Y’all come back!!”