



# GUEST POLICY AGREEMENT

## **Check-out**

Check-out is 11 a.m. A late check-out must be approved by Management or late check out fees will apply. Please return keycards to the office or leave on your cottage kitchen counter. Sorry, no refunds for early check-outs.

## **Noise**

Quiet time is from 10 p.m. - 8 a.m. If a complaint is received due to excessive noise during these times, OVR reserves the right to charge a \$150 fine and/or ask you to leave the property.

## **Excessive Cleaning**

If additional cleaning is required above and beyond the normal time allotted, it will be subject to an hourly rate of \$23 for each additional hour required. To avoid excessive cleaning fees, please ensure that dirty dishes are loaded in the dishwasher and it is turned on. Ensure the BBQ grill is cleaned and the gas is turned off. Do not allow pets on bedding or furniture.

## **Excessive Wear and Tear, Damage and Theft**

Damage beyond normal wear and tear including but not limited to carpet/floor stains, damage to interior walls, appliances due to improper use, windows/coverings, permanent linen stains, breakage, theft and any other damage noted on your departure, along with costs associated to repair and/or replacement will be billed to the credit card on file. Kindly ensure patio umbrellas are closed when not in use.

## **Pets**

OVR must be advised of all pets at check-in. Pet fees will apply. If you have a pet in your cottage that has not been declared, you will be charged the pet fee. Not all cottages are pet friendly. We reserve the right to cancel your reservation without refund if you have an un-declared pet in a non-pet friendly cottage and charge for any additional cleaning required. Maximum two pets / pet friendly cottage. Guests with pets are required to adhere to the OVR Pet Policy provided at check-in.

## **Smoking and Fire Hazards**

All cottages are strictly **NON-SMOKING**. A \$500 fine will apply for smoking in your cottage. **NO BUTTS ARE TO BE THROWN ANYWHERE ON OVR PROPERTY**. Butts must be properly disposed of, such as soaking in water before discarding. The use of candles, incense or similar items that create a potential fire hazard are strictly prohibited. No campfires or outdoor firepits.

## **Permitted Occupants**

OVR reserves the right to cancel your reservation should you have more than the allowable number of guests in your cottage. The cost of your stay will not be refunded.

## **Lost and Found**

OVR is not responsible for any personal items left behind and will hold items for one month after departure. Return of lost and found items will be at the guest's expense.

## **Recreational Facility**

Guest are required to adhere to Pool Rules provided and posted in the recreation building. Children 12 & under must be accompanied by an adult.

**RV's, Boats, Trailers, Tents** –are not permitted anywhere within the OVR property.

## **Cancellation of Reservation once checked in:**

- Daily / Weekly stays (less than 28 days) – early departure - no refund.
- Monthly stays - 30 days' notice required.

## **OVR Cancellation Policy:**

- Cancellation 30 days prior to arrival – deposit refundable, less an \$25 administration fee.
- Cancellation within 30 days of arrival - deposit is non-refundable and held "In Trust" to use toward a future stay for up to one year from the date of cancellation.

**Oceanside Village Resort is private property therefore, Management reserves the right to refuse service to anyone and ask you to leave the grounds should you cause a disturbance. Oceanside Village Resort will not be responsible for accidents or injury to guests or for the loss of money, jewelry, valuables or personal property of any kind.**

Guest Name: \_\_\_\_\_

Cottage Number: \_\_\_\_\_ Date: \_\_\_\_\_

License Plate #: \_\_\_\_\_ Guest Signature: \_\_\_\_\_

ID Type: \_\_\_\_\_ ID#: \_\_\_\_\_