



## Rental Information, Policies and Conditions

<p><i>Rental seasons</i></p> <p style="text-align: center;"><b>PEAK SEASON</b> APRIL 1, 2009 THRU OCTOBER 31, 2009</p> <p style="text-align: center;"><b>HOLIDAY/WINTER SEASON</b> NOVEMBER 1, 2009 THRU MARCH 31, 2010</p> <p><i>Business Hours:</i> M-F 8:00 a.m.- 5:00 p.m. CST <i>Weekends:</i> As required</p> <p><i>Reservation hotline</i> Toll Free 888-346-4949 Ext 3, Direct 573-317-3570 fax 573-317-0538 E-Mail lodging@oldkinderhook.com We accept reservations by phone, e-mail or in person.</p> <p>When making reservations, it is helpful to know the dates of your vacation arrival and departure, number of guests attending and a credit card number for holding your reservation. If you have special requests or certain amenities that are necessary, please notify the reservationist at this time.</p> <p>Our rentals require at least a two-night minimum. Ask about specials when making reservations. Less than two nights on availability only.</p> <p><i>Repeat Renter Reserve</i> We gladly accept tentative reservations for 2010. You can make these any time before your departure. Reservations beyond the published rental rates are not guaranteed.</p> <p><i>Deposits</i> A minimum-security deposit is required for all reservations. This must be received within (10) ten days of booking the reservation in the form of a personal check, money order, or approved credit card. All security deposits convert to a damage deposit upon arrival and are not applied towards your rent. Our company check for your damage deposit will be refunded minus any damage or extensive cleaning charges.</p>	<p><i>Deposits (continued)</i> If a credit card is used for your damage deposit and there is damage or special cleaning needs the credit card on file will be charged for the damage or the cleaning.</p> <p><i>Cancellation and date changes</i> Telephone our office as soon as possible 1-888-346-4949. Up to 3 days after the reservation is made or 30 days prior to the arrival day there are no charges for cancellation or date changes. Cancellation 3-2 weeks prior to arrival 1<sup>st</sup> day rent is due, within 2 weeks of arrival date you are responsible for the whole reservation. Unless agreed to by Management.</p> <p>If a deposit is refunded or transferred, \$25.00 is retained for office service charge. <b>SORRY, NO REFUNDS FOR EARLY DEPARTURES.</b></p> <p><i>Furnishings</i> All rentals are individually owned and furnished according to each owner's preference. All are equipped with cooking utensils, coffee makers, toasters, dishes, flatware, glasses, pillows, bed linens and bedspreads. All rentals have central heat and air. Please do not move any furnishings or kitchen items to another rental unit.</p> <p><i>Bed Linens and Maid Service</i> Bed linens and towels are furnished. Please make sure all linens are left in your rental unit and are accounted for prior to your departure. Daily and periodic maid service is available.</p> <p><i>Check-In Time</i> Our check in time is between 4 PM and 5 PM. If your unit is clean and ready for check in prior to 4 PM you will be allowed to check in at the management's discretion. Arrivals after 5 PM Will pick up keys and packet of information from the security gate when you arrive, please notify Lodging Office if you are going to be after 5 PM. If you are a late arrival, <b>you are required to come to our office the next day by 11 AM or follow the instructions in your packet to register and pay amount due.</b></p>	<p><i>Express check in</i> This service is offered to allow you to start your vacation sooner. Prepayment of the total amount due is required. This prevents any delays at check-in and allows for late arrivals. Please ask about this service before arrival.</p> <p><i>Rental payment</i> Rent is due upon your arrival. <b>If requested, split rent fees will be charged at an additional 15%.</b> We accept cash, traveler's check, money order, personal / business check with all appropriate information, Visa, MasterCard, Discover, or American Express.</p> <p><i>Check out time</i> <b>Our check out time is 11 AM on your departure date, and is strictly enforced.</b> All persons and vehicles must vacate the premises; unless other arrangements are made <b>(late checkout charges will be applied).</b> All keys must be returned to our office or Security Gate <b>(\$25.00 unreturned key charge will be applied).</b></p> <p><i>Rental capacity</i> The rental capacity is restricted to the stated limit for each rental. Exceptions can be made for an infant only. We are very serious about maintaining a family atmosphere for the quiet enjoyment of our guests. We will rent to family groups, married couples and <b>RESPONSIBLE ADULTS</b> over the age of 21.</p> <p><i>Pets</i> Renters with pets will have to vacate immediately with <u>no refund of deposit.</u></p> <p><i>Pool availability</i> Pool availability is NOT guaranteed with any rental reservation. Pool hours are 8 AM – 8 PM or as posted, Memorial Day weekend– September 30<sup>th</sup> .</p>	<p><i>Substitutions</i> We reserve the right to substitute comparable accommodations without notice or liability should a rental become unavailable. When comparable accommodations are not available, renter will have the option of selecting from available properties at the published rate or receiving a complete refund of the reservation deposit.</p> <p><i>Management</i> All rentals are individually OWNED and are managed by Ozark Land &amp; Property LLC. We serve as the agent and representative of all rental owners and act at all times, in the best interest of the owner. We reserve the right to refund deposits, refuse rentals or discontinue occupancy, if in our opinion renter is detrimental to the property. Any reservation obtained under false pretense will be subject to forfeiture. Authorized employees may enter the premises for any purpose to manage the rental. We will not be responsible for accidents or injury to guests or for loss of money or valuables of any kind. Although every effort has been made for accuracy, we are not responsible for errors in this brochure. Rates, descriptions and availability are subject to change without notice. Any exceptions to the above mentioned policies must be approved in writing in advance by Ozark Land &amp; Property LLC. All monies will be deposited in an Interest Bearing Account on which the interest accrued to the benefit of Ozark Land &amp; Property LLC. <b>ALL RATES SUBJECT TO SALES TAX AND LODGING TAX.</b></p>
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