

RENTAL GUIDELINES

Check In- Check Out Procedure

We offer rentals June-September. Check-ins are at 3:00PM and check outs are at 10:00AM. This window of time is important for us to be able to prepare the rental for the next guests. Once you have confirmed your booking and we have received your initial payment we will send you check-in instructions. If cleaners are unable to enter the property at 10:00AM a \$150.00 late check out fee will be deducted from your credit card hold.

Damage Insurance & Credit Card Hold

To best protect the properties, we require a \$50.00 non-refundable rental damage insurance policy which covers up to \$1000.00 in accidental damages. If in the event that something is damaged during your stay, please let the rental manager know and they can file a claim on your behalf to collect for damages up to \$1000.00. Anything beyond the \$1000.00 policy will be the responsibility of the renter. There will also be a refundable \$150.00 credit card hold that will be deducted the day of check in and returned 24 hours after check out to ensure that that renters have checked out in time, no additional cleaning or trash removal is required, and the house is in good order.

Cancellation Policy

Since planning a trip to the island takes more preparation and planning than your average vacation destination, it is important for us to prepare for our rental season well in advance. For this reason, we require guests give 30 days written notice of cancellation in order to receive a 50% refund of the initial payment amount. The non-refundable 25% portion of the deposit covers non-refundable fees associated with making/holding the reservation, including non-refundable credit card processing fees, rental damage protection fees, and cancellation processing fees. This cancellation policy is strictly enforced so it is recommended that guests purchase travel insurance that will cover the guest in the event that a cancellation needs to occur.

Occupancy

When deciding on the perfect rental for your family or group it is important to pay attention to the maximum occupancy that is listed. You can find this information on the listing and in your rental agreement. The number given is the total number of guests that are allowed at the

property for the entire duration of your reservation. We understand there may be times you would like to have temporary guests over to the rental and guests are permitted to have up to 50% of the maximum occupancy over at any given time.

Cleaning

At Vinalhaven Vacation Rentals we strive to deliver an exceptional product to every customer. In order to deliver this, we require a turnover cleaning to be performed at the conclusion of every reservation at a cost to the guest. Depending on the size of the home these cleanings take between 3-4 hours to complete and start at \$150. Since our cleaners have a limited amount of time to prepare for the next guest, we ask that renters complete the following before their 10:00AM check out.

- Strip all bedding from beds, start a load of linens
- Consolidate used towels in one area near washer/dryer
- Consolidate returnables and trash into provided trash bags
- Place all dirty dishes in dishwasher and start cycle. If there is no dishwasher, please consolidate dirty dishes in the sink
- Leave property generally how you found it
- Report any damages to the rental manager, we much prefer to hear about damages from the customer and we understand "stuff happens".

*If cleaners are required to stay longer than the 3–4-hour window to return the property to its original condition each additional hour spent will be charged to the guest at a \$35 an hour rate and will be taken out of the security deposit

Repairs

One of the realities of living and renting on Vinalhaven is that sometimes electricity, internet, cable, and phone services are interrupted. In the event of an interruption to any of the above services, please reach out to your rental manager. We will do our best to give you the most up to date information that we have.

If an appliance breaks and repairs are needed, please notify your rental manager immediately and we will do our best to get the problem fixed as quickly as possible.

Thank you, and enjoy your time on Vinalhaven!
-Angie and the VVR team