

TIMBERLINE PROPERTIES, INC.

OUR PLEDGE

Timberline Properties, Inc. is committed to providing the highest quality service to the Real Estate/Property Management market with professionalism, honesty, courtesy and integrity; satisfying client and customer demands while growing long-term Property Management Customers.

We strive for excellence to become the Preferred Choice!

- the preferred choice of our Property Owners!
- the preferred choice of their Resident!

RENTAL POLICIES

Revision 2009

Rental Rates

All units are rented on a Friday-to-Friday or Saturday-to-Saturday basis and will be charged a 6.75% N.C. Sales tax and an applicable local accommodation tax, depending on county where rental is located. (Subject to change without notice.)

Reservations/Confirmation

For reservations call (828) 766-8900. Our office is located at 89 Walnut Avenue in downtown Spruce Pine. Office hours are 9 a.m. to 5 p.m. Monday thru Friday and 9 a.m. to 3 p.m. Saturday. Our office is closed on Sundays. Our E-Mail address is info@timberlinenc.com

- When you make a reservation, you will be mailed a confirmation rental contract. You are required to sign and return the rental contract with a prepayment of one half (50%) of the gross rent within (15) fifteen days of making the reservation. If the prepayment and rental contract is not received within the (15) fifteen day period, your reservation will be cancelled without further notice. At the time we receive your pre-payment, a receipt will be mailed or emailed confirming your reservation. The remaining balance of the rental, including applicable taxes and other charges must be received in full by Timberline Properties, thirty (30) days prior to the check-in date. A \$25.00 handling fee will be assessed for checks returned for any reason.
- You may also pay your reservation by using Pay Pal. There will be a 3 % handling fee added to your contract for this service of the total due. If you wish to use Pay Pal, please let our office know at the time of your reservation and we will send you a special email invoice where you can pay online. Pay Pal accepts American Express, MasterCard, Visa, and Discover or draft your checking account.
- The person making the reservation must be at least 21 years of age and produce a valid ID at time of check-in. The person signing the rental agreement is responsible for all members of their party and will be held accountable for any damages to property or non-compliance of rules. In no event shall tenant assign or sublet the rental property in whole or in part.
- Violations of these rules are grounds for immediate eviction with no refund. If a party should misrepresent themselves, they will be evicted immediately without a refund and will also lose their security deposit.

Cancellations

- We apologize for any inconvenience, but no monies will be refunded unless the unit is re-rented for the same dates at the same price. If the unit is re-rented, refunds will be 80% of gross rental service charge. In the event that we are unable to re-rent, all monies will be forfeited.
- If you need to cancel your reservation, please contact us immediately so that we can make arrangements for re-renting the vacancy, so that we can expedite your refund.
- No refunds will be made due to early check-outs, fear of heights, weather or road conditions, utility outages, pest control issues, maintenance issues, or dislike of home furnishings.
- Failure to show up for check-in will forfeit all deposits.
- There will be NO reduction in the number of nights upon arrival or refunds. Any changes to your reservations must be made at least 72 hours BEFORE your scheduled arrival time.

TIMBERLINE PROPERTIES, INC.

RENTAL POLICIES

Check-In

- Report to our office the day your reservation begins. Check-in time is 3:00 pm.
- If you wish to check-in early, pre-approval is required if the unit is available.

- Please call the office for any check-in after office business hours. Guests will assume all risk for "late arrival". There is no charge for late check-in unless management is called back after hours to the office to assist guest.
- Balances are due prior to or upon check in. No keys will be released until balance is paid in full.

Security Deposits/Registration Fee

- A security deposit of \$125.00 plus tax, and a non-refundable registration fee of \$25.00 plus tax will be charged in addition to your rent and taxes.
- Your security deposit will be refunded within 45 days if the unit is left in satisfactory condition.

Cleaning and Repairs

- Please notify our office of any cleaning problems within 1 hour of your arrival. If you are a late arrival, please contact us before 10:00 am the next morning. If we are not notified, we will consider everything was found to be clean and to your satisfaction.
- Do not attempt to fix anything yourself or you may be charged for any damage that may have incurred. We will make every effort to correct any problems as soon as possible. Due to workload of companies that provide service to our properties, service personnel or parts availability we can make no guarantees that repairs will be accomplished during your stay.
- TV sets, VCR's and TV reception are not guaranteed. NO REFUNDS OR REBATES WILL BE MADE FOR MALFUNCTION OF ANY APPLIANCES OR EQUIPMENT.

Pets

- No pets shall be permitted on the property unless specifically provided for in the rental agreement. Pets are not permitted in some of the homes. If pets are discovered in a "No Pets Home", they will have to be boarded. The resident must pay for any damages plus a non-refundable fee of \$65.00 (plus tax) for pest extermination.
- We recommend "pooper scooping" after your pet to avoid a yard clean-up fee towards your security deposit.
- We reserve the right to refund deposits, refuse rentals and to terminate the occupancies if, in our opinion, the pet's occupancy is detrimental to the property.
- Homes that allow pets: Non-refundable Pet Fees are as follows:
 Monthly: \$ 125.00 per Month per Pet
 Weekly: \$ 65.00 per Week per Pet (price could change for 2 or more pets)

Housekeeping

- Each home is privately owned and furnished according to the individual owner's taste with basic housekeeping items. Please respect the personal items that adorn each home and please DO NOT move or rearrange the furniture.
- DO NOT take any inside furniture outside. No charcoal grills are allowed on porches or decks unless provided by the individual homes. Smoke detectors are required in each home. Please test upon arrival. If not working properly please contact our office.
- Also, be aware that most homes in the area are on a well and septic system, so please use water wisely.
- If you need extra services for cleaning, please make prior arrangements. These are available for an extra fee.

TIMBERLINE PROPERTIES, INC. RENTAL POLICIES

Garbage

- Our area does not have garbage pick-up at each home; therefore it is the responsibility of each resident to dispose of his or her garbage. A description of our garbage recycling items and a detailed description to our recycling facility will be given to you at your arrival. There are no fees or charges for the use of the facility; however, you are asked to recycle!
- You are welcome to drop your garbage on a daily basis in our office container located at our side gate. There will be a per bag charge for garbage left in the home and it will be deducted from your security deposit.

Rental Homes For Sale

In the event that the property you are renting is on the market for sale, we may find the need to show the property during your stay. We will make every effort to schedule the showing at a convenient time and not interrupt your vacation.

Rules of Occupancy

- Each homeowner has limited the occupancy on their home. These are set according to the septic capacity of the home. Please observe these limits!
- NO house parties will be tolerated. If so, occupancy will be immediately terminated and security deposit will be forfeited.
- You are responsible for leaving the home damage free and in the same good condition in which you arrived.
- All homes do not have telephones. In the homes that provide phone service, it is for local calls only. When making long distance calls, please use your cell phone or personal phone card.
- Each unit has a private, locked space (closet, storage room, garage, etc) which is for their personal items. Please respect these spaces and do not disturb. They are not for your use.
- No outside fires are permitted except in the grill.
- We reserve the right to relocate reservations due to maintenance issues that cannot be corrected in a timely manner.
- Most of our homes are NON-SMOKING. You may smoke outside, but you must properly dispose of your cigarette butts. Do not throw your cigarette butts in the yard or surrounding woods.

Injury

- Timberline Properties Inc. will not be responsible for accidents that occurred on or because of rental property. Agent will not be held responsible for acts of theft or vandalism or damage to guests' personal property.

Check-Out

- If you plan an early departure, (before 9:00 am) a drop box is located at our office for your convenience to leave the keys. Checkout is 10:00 am unless other arrangements have been made with our office. The unit must be left clean, with no damage, or your deposit will not be refunded.

TIMBERLINE PROPERTIES, INC. RENTAL POLICIES DEPARTURE RULES

Before you leave:

1. Dishes: If the home is equipped with a dishwasher: Place ALL dirty dishes in the dishwasher and turn on. If the unit does not have a dishwasher, hand wash ALL dirty dishes and leave in the dish drainer (including coffee pot and strainer).
2. Refrigerator: Remove all food from refrigerator and cabinets. Wipe out refrigerator and do not turn refrigerator off. Any non-perishable food products can be brought to our office to be donated to the local hunger coalition (The Shepherd's Staff) if you desire.
3. Stove: clean oven and stovetop.
4. Trash: It is your responsibility to empty all trashcans and ALL garbage must be removed from premises! You could be charged per bag for garbage left behind.
5. Bedding: Remove all dirty bed linens from beds and place in a pile at the foot of the bed. Our cleaning service will wash these linens as a part of our service included in the rental rate.
6. Towels & Kitchen Linens: ALL towels, washcloths and kitchen lines should be washed and dried prior to departure. (If you plan an early departure, you may wish to bring the linens you will require for

- departure morning.) If you leave wet towels and kitchen linens, a charge will be deducted from your security deposit.
7. CABLE TV: If you unhook the cable wires from TV's to hook up game stations, replace these wires. If this is not done, there will be a \$ 25 service charge per TV.
 8. INSPECT THE HOME: Please walk thru the home and check to make sure you have taken all of your belongings. Any items left in the unit that may be requested for return will be charged a \$25.00 handling fee plus return postage. We are NOT responsible for any items left in the unit and any items left over 30 days will be donated to the local Safe Place charity.
 9. Locks: close and lock all windows and doors.
 10. Thermostat: winter rentals: turn all thermostats to lowest temperature.
 11. Keys: Return keys to office or Timberline Rental Agent. There will be a \$ 25 charge for each key not returned to our office.
 12. Final Walk-Thru: Please do a final walk through to check that all doors and windows are closed and locked and that all lights are turned off. Pay attention to outside lights.
 13. Please report any problems with home to Timberline at departure.

HAVE A SAFE TRIP HOME!
We look forward to serving you again in the near future,
Your friends at
Timberline Properties, Inc.