

CHATEAU AUX ARC

Villa Guest Agreement

Please read the following policies & regulations of Chateau Aux Arc Villa before making your reservation. All Guests are responsible for knowing the rules and regulations and adhering to them.

Guests – Up to Eight (6) adults are permitted to occupy the Villa without incurring any extra charges. For every person (persons over the age of 12) over the permitted number an additional charge of \$50.00 per person will be added to the overall bill. This due to the extra clean up required per additional person.

Check-In & Check-Out – Our check in begins at 3:00 pm each day. Check-out is at 11:00am; if you check out later than the designated check-out time, you will be charged \$125. If you lose your key, there will be a \$50.00 dollar key replacement fee.

Refusal – We have the right to refuse to rent the Villa to any guest at any time. We reserve the right to cancel a reservation at any time.

Basic Amenities – Three bedrooms (Master King & 2 Guest Queen), Two Bathrooms (Master Bath & Main Guest Bathroom), Egyptian 400 Thread Count Linens, Fully Equipped Kitchen (Stove, Oven, Coffee Maker, Microwave, Toaster, Refrigerator), Living Room, Spacious Covered Porch, and Heating/Air Conditioning.

Reservations – Reservations may be made up to one year in advance. The day you make reservations, your deposit is due either by Visa or Master Card. Your reservations can either be made by calling (1-800-558-WINE) or by visiting our retail location.

Reservation Cancellation Policy – Due to holding these accommodations and in consideration of the fact that we did not rent this unit or these dates to others, we cannot return any payments unless you cancel 30 days prior to your arrival date. If you cancel and the date is greater than 30 days from your arrival date we will refund your deposit, less our administration fee of \$50.00 dollars. If you cancel less than 30 days to your arrival date, you forfeit all monies.

Parties – No loud or house parties are allowed in the Villa. If you are found to be having a loud/house party, you will be asked to evacuate the Villa immediately with no refund.

Smoking – The inside of the Villa is completely non-smoking. Smoking is allowed within pre-designated areas on the Villa porch. If you are found to be smoking within the Villa, there will be a \$50 fee.

Garbage – Please place all garbage during your stay in the bags provided.

Linens – The Villa is provided with fresh linens for your stay. We do not have daily housekeeping for the Villa; occupants are responsible for the making of their beds during their stay.

Pets – No outside pets are allowed on or in the property. If guests are found with any pet, they will be asked to find other accommodations for their pets. Any damages caused by these pets will be the guests' responsibility.

Maintenance – When you arrive and find something that is not operating, as it should, please notify us ASAP! We try our best to keep everything within working order, but some things are out of our general control.

Lost and Found – Chateau Aux Arc is not responsible for personal property left after departure. If you find you have left something, please call us so we will be able to locate the lost item for you.

Cleanup for Check-Out – When you are ready to leave please put all dirty towels in the provided baskets. Used dishes need to be placed within the provided dishwasher. Any moved furniture, needs to be placed back in its original position. Our housekeeping will finish the rest of the clean-up.

Refunds – No refunds will be given due to inclement weather or malfunctioning equipment. If a problem happens with the equipment we will endeavor to have it fixed within a timely manner. There will be no refund for early departure for any reason!

The Guest has read and agreed to the previously mentioned rules and regulations, and by signing agrees to follow each rule and regulation:

SIGNATURE _____

DATE _____