

Clover Retreats Rental Agreement

Please read the following rules and regulations regarding your reservation,

You, the guest, are responsible for knowing and following the agreement. We ask that you take time to read all of the following rules and regulations before signing your rental agreement. We also suggest you bring a copy on your trip, as it may help answer many of the questions you might have before, during, and even after your visit with us.

By signing this rental agreement, you, the undersigned guest, are agreeing that you,

And all in your party will abide by the rules and regulations listed. This agreement will be strictly enforced. Before you will be allowed to check in to your cabin: Guest must return the completed and signed rental agreement by email to info@cloverretreats.com or fax to 740.657.8528

Payment: At the time the reservation is booked, the total rental to include lodging tax, plus a non-refundable reservation fee will be charged to your credit card to hold the reservation. Clover Retreats must always have credit card number on file that matches the name on the reservation.

Cancellations: Cancellations occurring with more than 30 days notice will receive a full refund less the reservation fee, those occurring 15 to 29 days a 50% refund, 0-14 days results in no refund. Any changes to a reservation after a cabin has been reserved will result in a \$35.00 change fee. Only the guest named on the rental agreement may cancel or make changes to a reservation. A "no-show" is an automatic forfeiture of charges.

Check-in/Check-out Policies: Guest understands and agrees that check-in time is no earlier than 4:00 p.m. (Please do not attempt to check-in prior to 4:00 p.m. unless prior arrangements have been made). Guests who do not complete the rental agreement by the deadline will be assessed a late processing fee. Guests agree to abide by all guidelines given regarding check-in. Check-out time is no later than 11:00 a.m. Guest will be charged a late check-out fee of \$50 per hour for check-outs after 11:00 a.m.

Courtesy: Guest understands that use of the premises shall not be such as to disturb or offend neighbors. Clover Retreats has the right to terminate this agreement and to ask disruptive guests to vacate the premises with no refund. Clover Retreats does enforce a minimum rental age of 21 and a photo ID is required upon arrival. Clover Retreats also reserves the right to refuse rental to any group. Property Management is available at any time during your stay should you need any assistance.

Guests: Absolutely no house guests, nor pets, will be permitted that are not identified in the fee section of this rental agreement. Occupancy is based on number listed on rental agreement and any additional persons found staying above the number on the signed agreement will result in charge of \$100/additional guest.

House Parties: Absolutely no house parties or unsupervised large student groups are allowed. We reserve the right to refuse service to anyone, at our discretion. Young people must be accompanied by a parent or legal guardian. We do not rent to anyone under age 21. If a party is discovered to be taking place in any of our rental cabins, the entire group will be required to leave. No refunds will be given. If a guest DOES have a party of which we are made aware, that guest will be charged for ANY and ALL damages discovered and the same will be reported to the local police department. This is considered fraud and is prosecutable as "defrauding an innkeeper" in this state.

Damages: Guest agrees to leave the premises in a clean, undamaged condition. Guest understands and agrees that they are solely responsible for any damage to the premises or furnishings. The undersigned assumes all liability in regards to any damages to the cabin during their stay. Undersigned also agrees that any losses or damages incurred by a guest during their stay will be charged to the credit card on file with Clover Retreats. Any damages or problems not reported by the guest upon arrival will be charged to the guest. Inventory is taken before your arrival and upon your departure and any items found missing, moved to another cabin or damaged will be your responsibility.

- Any extra or excessive cleaning (including trash or cigarette butts on grounds) upon your departure will result in a minimum of \$100.00 on the nature of the mess and/or damage.
- Any theft, vandalism or evidence of drug use will be photographed and reported to the police for prosecution.
- Any cabin that is left unsecured by the guest, resulting in items being damaged or stolen, will be the responsibility of the registered guest. He/she will incur the cost of replacing any items which are damaged or stolen.
- Any guest that we are forced to evict will forfeit all monies paid and no credits will be issued.

Housekeeping: Clover Retreats housekeepers clean each cabin thoroughly prior to guest arrival. We do not offer daily maid service. A starter set of linens, towels, toilet paper, trash bags, and paper towels is provided for each guest.

Maintenance: While Clover Retreats cannot offer refunds or discounts for any amenity malfunctions (appliances, hot tubs, TVs, fireplaces, etc.), we make every effort to perform regular maintenance upon said items to ensure good working order for all amenities. Upon arrival, Clover Retreats recommends guests report any maintenance issues to our office immediately. If there should be a problem, we will make every effort to correct it as soon as possible during regular business hours.

Cabin Occupancy: Clover Retreats reserves the right to move any guest to a comparable, or upgraded cabin should an unavoidable problem occur in the specific cabin rented. Renter must contact Property Management immediately if they have any concerns and under no circumstances should the renter try to correct the problem themselves as this could result in charges against the renter for any additional damages.

Pets and Smoking: We allow dogs, based on size and breed for \$35 per animal, but do not allow any other pets in our cabins. Renter agrees to clean up after your pet as any cleaning or damage issues will be charged to the credit card on file. Smoking is not permitted in any cabin. If you smoke in our cabins or if an unauthorized pet is reported or found a \$150.00 cleaning fine will be applied to your reservation and you will be asked to leave the premise immediately with No Refund. Smoking is permitted "outside" only and you must maintain proper cigarette disposal. Leaving cigarette butts on the grounds will result in a cleaning fee of \$100.

Tents / Temporary Structures: We do not allow any erection of tents or temporary structures including mobile homes or pop-up campers without prior approval. The cabin occupancy is as posted and cannot be increased by tents, campers, etc.

Motorized Recreational Vehicles: We do not allow motorized recreational vehicles to be used on the grounds. This includes quads, dirt bikes, go carts, etc. We understand that some of our guests may be visiting trails in the region so parking of these vehicles is allowed, but they may not be operated on premise or the grounds of the adjoining community.

Hot Tub Usage – Strictly Enforced: Hot tubs will be inspected after each rental. Guests should shower before and after usage of the hot tub because some lotions, soaps, etc., can cause a skin rash when mixed with the hot tub chemicals. If any residue from such items as soaps, bath products, food, alcohol, etc. is found in the tub, the guest will be charged a cleaning fee minimum of ~~\$100.00~~. Damage to any cover will result in a ~~\$500.00~~ charge. Covers should remain over the hot tub and on lifts at all times when not in use. Guest understands that there are health risks associated with the use of hot tubs and they agree to use them with discretion, at their sole responsibility, and by following any posted instructions. **Hot tubs are not approved for use by minors!** Proper use of hot tubs is monitored and water found below the line of hot tub filters and/or jets will be considered abuse and the renter will be fined accordingly for any damages. Hot tubs are expensive to repair please keep this in mind and follow all rules. Clover Retreats cleans and chemically sanitizes all hot tubs prior to each guest arrival; therefore, Clover Retreats assumes no responsibility for any occurrence associated with hot tub usage.

Gas Fireplaces: Please use caution when in use as these give off a great deal of heat. Do not touch hot surfaces, place objects on top of, or close to gas fireplace as that could melt or ignite. Indoor fireplaces are to be used to create atmosphere and ambience only as all cabins have a furnace for heating purposes. For safety considerations with open gas flame - no indoor gas fireplaces should remain on while renters are asleep. Note: indoor fireplaces are available for use during cold season only.

Fire Pit Policies and Procedures: Please contain outdoor fire to the designated fire pit. No accelerant should be used. Use caution especially around children. Children under 16 must be supervised. Do not leave fire unattended. Do not remove hot ashes or coals from your fire pit. This is a fire hazard.

Lake and Pond: no swimming in pond on premise. Please supervise all children near the community lake. Swimming and ice skating are not permitted in pond on premise. Swimming is permitted at the larger adjacent lake. No lifeguard on duty. Catch and release fishing is permitted. Boats located on property are chained and locked and are not available for use by guest unless an additional liability agreement has been signed and is on file with Clover Retreats. If you do receive permission to use boats and have signed liability agreement you must follow the policy for taking out boats and cleaning and returning to the shore when finished to avoid any additional charges.

Terrain: Please be aware that we have maintained a rustic and natural setting, be advised to watch for loose rocks and rugged footing and potentially hazardous ground conditions.

Pests and the Hocking Hills Environment: To ensure the best possible guest experience, we perform regular pest control maintenance on all of our cabins. Because our cabins are located in wooded areas we cannot guarantee that they will be pest (including lady bugs) or creature free. While we cannot offer refunds or discounts for these types of problems, we will be happy to assist guests as needed. Please contact our office during regular office hours to report any problems.

Lost or Stolen Items: Clover Retreats is not responsible for any lost or stolen items. Guest items which are found will be returned to our office. Items can be returned at guest's expense.

Weather: Clover Retreats does not provide refunds or discounts as a result of any weather issued (snow, storms, high winds, etc.). In the winter month, four-wheel drive can certainly be beneficial for driving in this area.