

## FAQ's

### **Where and what time can we check-in?**

We offer two locations for check-in and directions to one of these locations will be sent to you upon confirmation of final payment. Remember, both offices are not open all the time, so it is important you follow the directions to the correct location. Check-in times are between the hours of 4pm and 6pm. If you have given family members directions to the rental property, please remember that we can not allow you or any member of your group, on the rental premises until you have completed the check-in process. Once maintenance and housekeeping have released your home, we will check you in as quickly as possible. Remember, our goal is to get you on your way, enjoying your vacation, just as soon as we can.

### **Does LCVR provide any baby equipment?**

We have a limited number of portable cribs, high-chair and baby gates which are available on a first come-first reserved basis. Rental is \$10 for each item for set-up and delivery.

### **Where can we purchase groceries, and supplies?**

Ingles Grocery Store and Deli is located on Hwy. 9 South in Lake Lure just a few hundred yards from Larkin's Restaurant on Memorial Hwy 74. We encourage you to purchase your groceries after you have checked in as we have no refrigeration facilities to offer you should check-in to your home be delayed.

An ABC liquor store is located on the east side of the beach in downtown Lake Lure.

### **Do you offer Travel Insurance?**

Yes, we offer travel insurance through Travel Guard. Travel insurance is charged at a rate of 7% of the base rent plus tax. Trip insurance covers a wide variety of issues that could impact your vacation and save you a lot of stress. While weather is rarely a factor that affects our area, other unforeseen circumstances such as sickness, injury or death of an immediate family member, business partner, or traveling companion, the insured's principal residence being made uninhabitable by fire, flood vandalism, or burglary, termination of employment, military duty, etc. These items, along with others can be covered under Trip Insurance. If you would like to have specific questions answered, please call Travel Guard at. We will be happy to forward a brochure upon request.

Remember, travel insurance can not be added **after** an event. The insurance has exclusions and special conditions that apply when coverage is purchased after the first payment has been made. Please contact Travel Guard at 888-409-7749 for specific details.

**What if we arrive and don't like our home?**

We strive to make every effort to give full disclosure and representation on the homes we offer. Photographs, maps and a complete list of amenities are included in our descriptions. Please carefully review the details of the home as written. Moving to another property would only take place if the property you have rented becomes uninhabitable due to water damage, structure damage, or an irreparable heating or air conditioning problem.

**Why do you charge an administration fee?**

A fee of \$20.00 plus tax is charged on all reservations. This helps us offset the expense of paperwork, phone and postage. Upon cancellation, the administration fee is not refundable.

**Does Lake Lure regulate vacation rentals?**

Yes, in October of 2009, Lake Lure passed an ordinance regulating the use of single-family homes as vacation rentals that became effective on January 1, 2010. This ordinance has specific language addressing the number of occupants allowed, (2 per bedroom, plus 2), fire and safety precautions and specifically addresses the following:

- No more than the maximum occupancy allowed in a home after midnight.
- Parking in designated areas and not blocking roadways or driveways
- Refraining from trespassing on neighbor's property, docks, decks, waterfronts.
- When an area burning ban is in effect, bonfires are prohibited. Outdoor fires are only permitted in a place and manner designated.
- Do not swim farther than 50 feet from shore unless accompanied by an observer in a boat.
- A North Carolina fishing license is required and all state fishing regulations apply.
- All household waste and trash must be placed in secured outside receptacles.
- Unreasonably loud noise is prohibited throughout the Town. Please observe quiet hours after 10p.m. and be aware that sound carries very far over a still lake.
- Behavior deemed disorderly and causing a disturbance to the public is prohibited.

These regulations are strictly enforced by the Town of Lake Lure.

The ordinance in its entirety is posted under Policies at [www.LakeCountryNC.com](http://www.LakeCountryNC.com)

### **Do you require a Security Deposit?**

Yes, all rental homes require a security deposit in the amount of \$1,000.00 to cover the cost of damages and/or missing items. Security Deposits will be refunded no later than 45 days of your departure.

As an alternative, Lake Country Vacation Rentals offers an optional security deposit waiver fee, in lieu of a security deposit. Payment of a nonrefundable \$45.00 fee will cover any **reported, accidental loss or damage to the rental property up to \$1500.00.** This \$45.00 charge will be included in your total rent, plus tax. *You will still need to supply a credit card to be kept on file in the event damages exceed \$1500.00*

### **What happens if we have to cancel our reservation?**

Cancellations or transfers (including date changes or switching of homes) needs to be made in writing; email is acceptable. For cancellations or transfers within 60 days of arrival, we can not refund any monies unless the original home is re-rented for the entire rental period and prepayment has cleared. We will return payment (less our administrative reservation fee of \$20.00, travel insurance, and a cancellation fee of \$100.00) only if the home can be re-booked. We will make every effort to re-book however if the home does not rebook, all monies received will be forfeited. For cancellations or transfers 60 days or more prior to arrival, all monies will be returned with the exception of the administrative reservation fee of \$20.00 and cancellation fee of \$100.00

### **Can we bring our pet?**

Some homes are pet-friendly and are so noted on our website at [www.LakeCountryNC.com](http://www.LakeCountryNC.com) . All of us here at LCVR love our pets and travel with them when we can. If you are renting a pet-friendly home and would like to bring your pet, you must first let your reservation specialist know when booking. We will need the name of your pet and the breed for our records. *We are sorry, but we only allow one, house-trained dog without prior approval and cats and other animals are not permitted.* If you will be bringing a pet, a \$75.00 non-refundable fee, plus tax is added to the rental. In addition, a \$350.00 refundable pet security and cleaning deposit is held on your credit card and we will notify you no later than 10 days after inspection if monies were withheld to remedy damages or cleaning as a result of your pet's stay. **Non-registered Pets or Pets in non-pet homes will result in a \$200.00 unauthorized pet fee, immediate eviction and loss of rent.** . Please do not leave your pet in the rental home unattended and don't forget to vacuum all hair from floor, rugs, etc. prior to check-out.

Here are some tips we have picked up over the years:

- Don't assume our love for canine friends is shared by everyone. All dogs should be controlled by their owner at all times. A leash law is in effect in Lake Lure and at Rumbling Bald Resort. Just because you know your pet is friendly doesn't mean that your neighbor does, or the people you pass when walking your beloved friend.
- Be sure to pick up after your dog. Bags are absolutely necessary, without exception. If you need extra bags, let us know and we will be happy to accommodate.
- If your pal has a barking problem, he might not be appreciated by the neighbors or the folks across the lake. Respect the privacy of your neighbors
- Remember, the next guest staying in this home may not bring a pet and probably won't take too kindly to hair on furniture or rugs. Just be sure to vacuum really well before checkout and look under sofas and beds for chew toys or bones!

#### **Will our rental home have a grill?**

Yes, it's one of our favorite things to do here in the South! We love a good barbeque! We have had some problems over the years with folks not cleaning the grill and in a hurry to get the house ready for the next guest; our staff isn't able to take time to take care of it. Sooooo, if you don't THOROUGHLY clean the grill before you check out, (that means no food, drippings, and yuck), then we have no choice but to charge you an extra \$50.00.