



## **HEARTWOOD LOFTS HOUSE RULES**

### **GENERAL REQUIREMENTS**

Complying with these House Rules at Heartwood Lofts is a requirement of the vacation rental agreement. Failure to adhere to the below House Rules may result in penalties such as additional charges. All Guests (and any Visitors) must comply with all House Rules and any other instructions from the Property Manager during their stay;

and Guests must notify the Property Manager of any disputes or complaints from neighbors as soon as reasonably practicable.

### **ARRIVAL**

Heartwood Group LLC will provide Renter with a custom code for keyless entry. The code will be active beginning at check-in time, and ending at check-out time.

There is no early arrival prior to the Rental Date and Time unless agreed upon in writing and updated in the executed contract.

Owner provides reasonable and standard supply of trash cans, trash bags, cleaning supplies, towels for the kitchen and bathrooms, towels for the lake, all kitchen plateware, glasses, mugs, utensils, and bath/shower supplies (shampoo, conditioner, soap).

### **NOISE AND THE NEIGHBORHOOD**

Guests are fully responsible for the safety and security of any children at all times, as well as any disturbance caused to other residents in the surrounding area;

Guests and Visitors must keep noise to a reasonable level as not to disturb the occupants of neighboring properties – especially during nighttime hours (e.g. 11pm – 8am), and upon arrival and departure;

Excessive noise is prohibited at all times and may result in termination of the rental agreement, eviction, loss of rental paid and extra charges;

### **VISITORS**

Registered Guests are allowed a maximum of 10 Visitors total at any time during their stay.

Guests are responsible for ensuring maximum visitor numbers are not exceeded; and that Visitors are compliant

with these House Rules.

Any additional overnight Visitors must be approved in advance during the booking process and may be subject to an additional fee as noted in the price.

## **FUNCTIONS**

Parties and large gatherings of any kind are strictly prohibited at the rental, and

Any small gathering must comply with other rules set regarding Noise, the Neighborhood and Visitor numbers.

## **PARKING**

Guests and any Visitors are to comply with parking regulations and other requirements set out below and show consideration to neighbors and other vehicles;

***From the road (Harris St.), turn into the driveway; There is **one** appointed spot (with a sign) directly in front of the main door, and there is a large parking lot just on the other side of the front yard's fence, for many additional cars.***

***DO NOT PARK in the spot directly next to the one appointed spot in front of the main door. This spot must remain clear at all times.***

## **GARBAGE & RECYCLING**

Guests and their Visitors are to dispose of Garbage and Recycling in the allocated trash cans (1 trash can and 1 recycling can in front yard), and excess rubbish must not be left in public or common areas;

## **SECURITY**

Any time Guests leave the Rental, it is their responsibility to ensure all windows and doors are closed/locked to maintain security and prevent rain and water damage. Guests should switch off lights, fans, and electronics such as televisions when not in use, and turn A/C or Heat to a reasonable temperature to promote energy saving.

Fire egress areas and doors are never to be blocked or locked or made inaccessible for any reason.

## **PORCH/YARD RULES**

Guests must supervise any babies and children at all times when using the Porch and Yard areas.

## **SMOKING**

Smoking is prohibited inside the Rental; Smoking is allowed in the front yard.

and Cigarette butts must be disposed of properly and not thrown on property grounds. Failure to do so will result in additional charges.

## **PETS**

Pets are not allowed, unless prior arrangements are agreed upon by Heartwood Acres.

## **DAMAGES & BREAKAGES**

Renter is responsible for all damage or injuries to any person(s) or property resulting from the use of Heartwood Group LLC facilities.

All Damages and Breakages must be reported to the Property Manager as soon as reasonably practicable. Failure to report them will likely result in an invoice/charge. To avoid Damages and Breakages, no furniture is to be moved from one room to another without prior agreement. Also;

No bathroom towels are to be removed from the property (i.e. for lake use). Separate lake towels are provided for this purpose.

Renter cannot hang anything on the walls in the property.

Any plumbing, HVAC, or electrical issues are to be handled by Owner's staff or contractors.

Any vomit, feces, urine, or other bodily fluid will result in an excessive cleaning fee. (minimum of \$250)

## **CHECK-IN/CHECK-OUT ARRANGEMENTS**

Rules for key handover, security, cleaning, garbage, etc. are as follows:

### **KEYLESS ENTRY:**

Heartwood Group LLC will provide Renter with a custom code for entry. The code will be active beginning at check-in time, and ending at check-out time.

### **SECURITY:**

\*Please be aware there is an active Ring security camera (video + audio) on the corner of the porch, facing the driveway. Video footage will not be intentionally monitored during the rental period; footage will only be revisited in the event of an incident.

### **CLEANING & GARBAGE/RECYCLING:**

Renter does not have to do any deep cleaning. Simply make sure all furniture & amenities are as they were upon check-in, and make sure all trash is placed in the garbage can in the front yard. Recycling bags and receptacle are provided as well for Renter to place recyclables. Do not overflow any trash bags. If you have more trash than the can will hold, please place the closed trash bags beside the can. Please place any dirty dishes in the dishwasher.

All used towels must be placed in the washing machine. You do not have to wash these items.

Any items left at the property after the rental will be donated or discarded by the Owner if not gathered by the end of rental. Owner will contact the client before donating anything.

No food or beverages are to be left in the property. All materials and equipment must be safely removed

## **EMERGENCY CONTACT**

In the event of an emergency relating to the property, your emergency contact is: Micah Brown, 404-353-7651.

## **COMPLIANCE**

Breach of any of these House Rules is a breach of the Terms and Conditions of occupancy as per the Rental Agreement. The Owner and Manager reserve the right to terminate permission to occupy and to evict from Rental, any Guests or Visitors who refuse to follow these House Rules or who cause a nuisance to neighbors or other residents of the community.

## **Electronic Signature**

No signature on file