

House Rules - VERY IMPORTANT

To ensure continued success, we have established a code of conduct for our Guests. Our code of conduct has been put in place with the purpose of optimizing your experience, supporting the preservation of the environments as well as ensuring safety throughout your stay. Please leave the property clean for the next people to relax and enjoy. Below are information and some simple rules to follow during your stay with us.

Terms and Conditions:

The Occupant or Guest Undertakes:

1. **CHECK IN:** Check in time is no earlier than **4:00PM** and check out no later than 10:00am unless otherwise arranged. Check in will be self-check-in with smart lock. Should you check in and find something that is not in good condition or is a concern – it is the responsibility of the guest to report at time of check in. Unreported issues may result in additional charges upon check out. No compensation will be given for non-working items out of our control including power outages, internet outages etc.

CHECK OUT: Check out time is **10:00AM**, as we need to have time to clean the cottage for the next guest. Should guests not leave the cottage within that time, the guest will be subject to an additional charge of \$500.00/half hour they are there. If the key was used instead of the smart lock. The key must be returned to the lock box when departing, (there will be a \$500 charge for replacing missing keys). For check out over 2 hours without authorization, you will be penalized and will be responsible to pay that days base rate without discounts and that still does not award you possession of the property for the day. If you want to extend your stay you still have to formally submit a request to us to obtain authorization. Any refund that we have to issue to any other affected guest because of your unauthorized late check out you will be responsible for reimbursing us the refund given to the affected guest.

- **The thermostat** is on wall by the front door. Guest can adjust this as they wish but please upon checkout set it back to **21 degrees Celsius**. Take all garbage and recycling with you and deposit in garbage bin location off the property. You need to sort your recycling into paper, plastic, and cans/alcohol bottles.

-**Please leave the property as it was found**, clean and place all dishes in the dishwasher. Do not strip the bed, sheets are to be left on. Place all used towels and bath mats in laundry room basket. Please make sure all appliances, BBQ, Fireplace, TV's, lights are turned off & all doors and windows are locked before checking out. Bring ALL your personal belongings including any food or beverage. Please do not leave any food behind. If any food is left in cupboards or the fridge or freezer, we will take your damage deposit as we have to dispose of this.

2. **NO SHOES IN THE HOME:** Shoes are not allowed to be worn in the home. Shoes should be left at mudroom located by the Landry Room or on Shoe Rack. There is an additional \$500 fee to clean shoe mark/stain off the floors or any carpet. Please understand this A LOT of extra time to clean.
3. **DAMAGES:** Any part or portion of the property, or any part or portion of furniture, appliances, equipment, fixtures or any effects in or about the premises that are damaged or destroyed will

be deducted from the security deposit and/or credit card. If security deposit cannot cover the full cost additional cost will be charged to cover the balance without depreciation remedies of any kind. Any incurred online charges to our accounts and any expenses incurred due to alterations to the property's existing conditions of any nature that result in repairing, replacement, and/or in-depth professional cleaning, and not brought to our attention prior to check-out, will be deducted from your Security Deposit. Any additional cost for in-depth cleaning of appliances due to heavy cooking / bold flavours will be deducted from the security deposit. After checkout, EVERY and EACH recorded damage or extensive cleaning caused by the House Rules not being followed will be charged a minimum amount of \$500 or more if otherwise determined.

4. **BEDDING:** Please take care of it. No suitcases on beds and please fold coverlets or duvets up and put in closet if not in use. On the day of departure do not strip the bed. Sheets are to be left on.
5. **BUNK BED:** Please only light-weight persons (110 pounds) and kids should use the top bunk or it could damage/break the bed, or cause personal injury. Bunk beds are intended for kids or light-weight persons only. They are not meant to hold heavy adults and is unsafe to do so. Any damage to the bunks for misuse will be charged to the guest and owner cannot be held responsible for guest injury.
6. **CANDLES AND FLAMES:** No open flames or candles are allowed in the house or on the deck.
7. **BBQ:** Please help us maintain our grills. Please wipe clean after each use. An additional \$500 cleaning fee will be charged if the BBQ is not clean after use.
8. **FOOD:** No food or drink allowed inside Bedrooms or an extra cleaning fee will be charged. Please enjoy your food in the dining room. When you depart be sure to leave the house in the same neat and tidy condition you found it with the furniture and other items in their proper place to avoid additional cleaning charges. Do not leave food or garbage outdoors as this will attract wildlife especially at night. There is an additional \$500 per room fee to clean rooms where we discover that guest have had food or drink.
 - Please use silicon tipped utensils inside the pots (no cutlery as it will scratch the pots).
 - Please use chopping boards provided for food preparation. No cutting in Tupperware bowls or on counters.
 - Wash all dirty dishes and put away DRY.
 - Absolutely no hotspots or bakeware to be placed on the counters. Any spills should be cleaned up right away to avoid staining.
9. **WILDLIFE:** Please do not feed the wildlife, especially geese or raccoons. Our wildlife are not friendly, just hungry! We are located in a Natural Wooded environment home to lots of wildlife, some of which can be a nuisance, including racoons, mice, mosquitoes, blackflies, moths, spiders, wood roaches, ants, beetles, stinkbugs to name a few. These creatures reside in nature and we have no control over them. We will not provide refunds for the occasional critter that may make an appearance. Guests can help by keeping doors closed and disposing of trash and storing food properly.

10. **SEPTIC SYSTEM: ABSOLUTELY DO NOT FLUSH** anything BUT TOILET PAPER, ie: tampons, flushable wipes, paper towels, condoms or pads down the toilets except for toilet paper! No hair, grease, female products, sanitation wipes, garbage, etc. The cottage has septic system that will clog if you try to flush prohibited items. **Also, no bacon grease or frying oil down the sinks as it also damages a septic use the compost bin provided.** If unauthorized items have been flushed, the guest(s) will be responsible for \$1,500 service call as well as any other damage caused to septic system.
11. **PLEASE PARK ON THE DRIVEWAY ONLY.** The septic is under the lawn and can be damaged if driven on. No more than 5 cars are allowed to park on the driveway and cars are not allowed to park on the road or neighbor's property.
12. **THERE IS NO DRUGS, VAPING OR SMOKING ALLOWED ON THE PROPERTY.** There is a \$2,000 cleaning surcharge for smoking inside or on the property. Please note this is non-smoking property and non-vaping and we kindly ask you not to smoke on the property. There is no smoking on the premises, including outside. If you smoke inside, or outside on the property including but not limited to smoking cigarettes, marijuana, shisha, etc. a minimum of \$2,000 will be deducted from your deposit to cover additional cleaning (and possibly more if it impedes on the next guests use of property). Failure to abide by the rules will automatically void the rental policy and booking agreement.
13. **ABSOLUTELY No Tents, RV or Trailers allowed on property.**
14. **THE 3 SEASON MUSKOKA ROOM:** is not available from Thanksgiving- Victoria Day Weekend. **Outdoor furniture** is not out from Thanksgiving- Victoria Day Weekend. If applicable **water facilities** and equipment's may be closed and stored away for off-season Thanksgiving- Victoria Day Weekend.
15. **ABSOLUTELY NO PARTIES, OR EVENTS:/ NO UNREGISTERED GUESTS!!** No persons allowed on property than on agreed guest list. The property has a maximum occupancy of 12 persons. Property insurance limits occupancy for several reasons. A violation will lead to a cancelation of reservation and removal of all guests without refund and a loss of security deposit. A fee of \$350 per guest per night will be charged for unregistered guest. There are outdoor cameras which monitor people upon arrival at the cottage and for security/protection.
16. **NO PETS AND ANIMALS ARE ALLOWED ON OR IN THE PROPERTY** (due to severe allergies). Any breach of this policy will lead to a cancelation of reservation and removal of all guests without refund and a loss of security deposit. An additional \$1,000 cleaning fee will be charged or more if it impedes on the next guests use of property.
17. **NOISE & QUIET HOURS:** Respect the quiet time after 10:00pm. The period from 10:00pm to 8:00am is designated as "Quiet time". No loud music or noises after 10:00pm. We are committed to respecting our neighbours and to promoting a peaceful, safe, memorable experience for all our guests. You agree to refrain from any activities that would disrupt the peace of neighbouring properties, in other words, no excessive noise etc. You agree to comply with the House Rules, including quiet hours, and all local ordinances, and community rules

regarding the use of the premises. If law enforcement is called or we receive complaints because of the actions of you or your guests, it's at your sole risk and expense, and it may result in additional charges and/or immediate removal without a refund for any unused nights. No Excessive noise both inside and out is not permitted at any time. The sound system in the house is to be used as ambient noise only.

18. **CAMPFIRES & FIRE BANS:** The fire pit outside is for your enjoyment. The Muskoka Fire Danger Ratings are verified daily and updated whenever the ratings change. The ratings can vary between "no daytime burnings" to a "total fire ban." **NEVER leave a fire unattended at any time.** Please ensure all campfires are fully extinguished by throwing water on the burning embers to prevent forest fire. DO NOT CUT DOWN TREES OR BUSHES on the property for firewood. It is the guest(s) responsibility to follow all local fire burning laws.

Between April 1 and October 31 each year, open air burning is prohibited by the fire department during the day. Fire pit can be used at dusk and in the evenings only. Follow local fire regulations. The firepit is for wood and paper products only. Please do not attempt to burn Styrofoam, combustibles, cans or glass. If we are required to clean out your pit from foreign debris you will be charged.

No large bon-fires that extend beyond the size of the fire pit. This is for safety and local bylaw. The outdoor burning status and rules for your trip can be found here:

<https://www.huntsville.ca/en/home-property-and-planning/outdoor-burning.aspx>

<https://www.lakeofbays.on.ca/en/our-community/fire-department.aspx>

You can also find out the fire ratings by calling this number. **1-877-847-1577**

19. **FIREWORKS & WATER BALLOONS:** Not allowed on the cottage property under any conditions.
20. **NO CLOTHES LINES:** shall be placed or erected on any part of the property.
21. **PLEASE BRING PERSONAL MAKE-UP REMOVER** and do not use towels to remove make-up since it will damage and leave permanent stains. Be sure that make up remover is placed in garbage after use and not flushed in toilet
22. **DO NOT USE BATHROOM TOWELS** for cleaning/outdoor use. Bathroom Towels are not also to be used as beach towels.
23. **NEIGHBOURS:** Please be respectful to our neighbours and neighborhood. There is zero tolerance for trespassing on neighbours property. Please understand that trespassing on neighbouring properties will result in charges and/or loss of damage deposit. Video surveillance in effect on the outside of the house. Any disturbance resulting in police action, neighborhood complaints or any violation of the rules and regulations is considered sufficient cause for immediate termination of your stay with all monies paid forfeited.
24. **LOST & FOUND:** Guest must take all their personal belongings. Any belongings that are left will be disposed of by the cleaner and we are not responsible for lost or belongings that are left in

the cottage or on the property. Additional fees may be charged to remove items that are left in the cottage or on the property.

25. **WINTER DRIVING & RENTAL:** During the winter months all guests visiting MUST have all wheel drive and or snow tires on their vehicle. We are not responsible for the any issues with ice and snow on the driveway or on the road itself. We have had snow in October on occasion. We have a well ploughed road but conditions cannot be guaranteed. Winter weather can be unpredictable in Muskoka please be prepared to shovel or use snowblower if needed. The levels of snow vary greatly from the city.
26. **FIRE ALARM:** The Lake of Bays Fire Department and other Muskoka towns have issued notice to owners of fees for false fire alarms which can be as much as \$2,000. During your stay if the fire/police department is dispatched based on a false alarm, the fee for a false alarm from the Lake of Bays will be passed on to you. Please do not disconnect the fire alarms for any reason. If they are disconnected a \$500 fine will be leveled to cover the inconvenience of having them repaired. The cottage is part of the smart home monitoring program- so that we don't have a catastrophic fire. They don't work if they are disconnected.
27. **CHILDREN MUST BE SUPERVISED AT ALL TIMES ON THE PROPERTY:** There is also a small stream that runs behind the property, NO ONE is allowed to access the stream.
28. **ONLY USE APPLIANCES/RECREATIONAL EQUIPMENT FOR THEIR INTENDED USES:** Please inspect all water equipment before use if provided. Use life jackets as required. Adult Supervision required at lake, and at pool for children. Use of water front and water equipment is at your own risk. No glass (bottles, containers, etc) or other breakable materials are permitted in the waterfront area. Please ensure all water toys and recreational toys are put away.
29. **ACCESS:** You'll have access to the entire property. Except garage, utility room, stream behind property and attic is off limits to guests.
30. **OUTDOOR AREA:** Please keep all decks and the BBQ clean after use. Cleaning fee does NOT cover outdoor cleaning. If left messy you will be charged from for the extra cleaning.
31. **BBQ:** We will try our best to have a propane tank for the BBQ. However, we do NOT provide a full tank as it may be empty from the last guest. This is Not Guaranteed upon arrival to that a tank will be full, you may have to fill it yourself. This can be done at a local gas station, supply gardens nearby or in Huntsville. It is your responsibility to refill if you empty the tank. If you need help installing, please notify us. **Please let us know if you use the spare gas tank since we will need to replace the tank for the other guest.** Please do not leave the doors open while A/C or Heat is running. A dirty grill or leftover food outside can attract unwanted animals.
32. **SECURITY CAMERAS:** We have security cameras outside monitoring at all times. - Tampering with the CCTV cameras on the property is a violation of our rules and policies. They are there for your security and protection. Any obstruction or outages caused to the cameras will result in the police being called out to investigate illegal activity and your reservation being cancelled without refund. Due to the nature of the listings, we have a zero tolerance for parties or suspicious behaviour.

During your stay at any time where the House Rules, or the rental Application Agreement are not being observed, we reserve the right to cancel your stay and ask you and all guest to leave the property. No refund will be provided and additional charges may be applied.

*****Garbage & Recycling*** - VERY IMPORTANT**

Garbage Bin:

To dispose of all garbage in designated garbage areas of the Municipality and recyclable garbage stored in recycling bins separating the glass, tin and plastics from paper and cardboard. Do NOT leave garbage outside the Property as it will attract unruly and dangerous animals.

Please leave the property as it was found, wash and put away all dishes, take all garbage and recycling with you. There are several dumps nearby that will also take your waste, the closest is the one in Huntsville. Be sure to removal any food in fridge & freezer.

A detailed instruction for disposing garbage will be provided closer to your arrival date.