

Raven's Rest Terms and Conditions

RAVEN'S REST RATES

\$350/night

Friday-Sunday 2-night minimum

Monday-Thursday 1 night minimum

\$125 Cleaning Fee

\$250 Deposit Due at booking. Refundable for cancellations up to 10 days prior to stay.

Payable with credit/debit card, PayPal, and Venmo. A 3.5% processing fee will be added to all transactions, except Venmo.

TERMS OF AGREEMENT

By booking a stay at Raven's Rest, a vacation rental home located at 1312 Sheffield Mill Road, Blakely, Georgia, 39823, the booking guest enters into a vacation rental agreement with the owner, Victoria Ford.

The owner agrees to provide a house with HVAC that sleeps up to 10 people, a full kitchen with dining table, bathroom, washer/dryer, and outdoor shower. The bedding consists of a queen bed, two twin/double solid wood bunks, and two twin/twin solid wood bunks. Cell/Internet providers do not provide great support to our area, so Raven's Rest provides a cell booster to help boost cell signal, if phone is compatible. The house has two smoke detectors (living room/kitchen) and two fire extinguishers (bathroom/kitchen). The property is approximately three acres with approximately two acres open for use. We provide bed/bathroom/kitchen linens, basic cooking utensils, basic seasonings/condiments, dish/dishwasher detergent, washing machine detergent pods, and hair dryer. We provide mandatory cleaning services after the guests' stay ends for a required fee of \$125.

The booking guest and additional guests agree to the rental period determined at the time of booking. Check-in time is 3:00 PM ET and guests must vacate no later than 11:00 AM ET on the final day of booked stay, unless an alternate time has been approved by the owner. The maximum capacity for overnight guests is 10. The booking guest is ultimately responsible for guests following rental rules and any damages incurred.

RESERVATIONS AND CANCELLATION POLICY

To secure a reservation, a deposit of \$250 is required payable by credit/debit card, PayPal, or Venmo. A 3.5% processing fee will be added for credit/debit card and PayPal transactions. **The deposit is non-refundable for cancellations 10 days or less prior to beginning of reservation.** Cancellations within 10 days of stay due to documented death, medical emergency, or foreseeable, severe weather conditions are subject to review for refund on a guest-by-guest basis.

The owner reserves the right to vet the booking guest with general questions to establish a profile of a guest(s) who will respect the rental property and rental rules. The owner reserves

the right to cancel a reservation if credible information is received that the booking guest and/or additional guests have previously damaged/stolen from a rental property. The owner and the booking guest reserve the right to cancel reservations if the terms of the agreement are breached.

Guest will access entry to the rental with a keypad lock code provided by the owner prior to the booking guests on or prior to the date of arrival.

RENTAL RULES

All guests agree to:

- Treat the property and the neighbors respectfully by taking care not to damage anything and keeping the noise at a minimum.
- Pets must be crated if left in the house unattended. Pets are not allowed on furniture. Please note the yard is only fenced on one side.
- Not drive over the septic tank and drain field area on the side of the house or remove the rocks placed to prevent drive-overs.
- Be mindful of wind strength/direction/dryness before using the firepit. Put the fire completely out when done using firepit and grill. Do not put glass, aluminum cans, aerosol cans, or highly combustible materials in the fire.
- Lock all doors each time they leave if no guests are present on the property.
- Departure time is 11:00 AM ET unless an alternative time has been approved by the owner. The tasks to be completed before leaving are as follows:
 1. Put all used towels and wash/dish cloths in the bathtub.
 2. Put dirty dishes in the dishwasher.
 3. Put all trash in the big trash can outside.
 4. Turn off all lights (inside and out) and HVAC to off. (Second button on left)
 5. Lock all doors.

DOGS

We require a Dog deposit of \$300 by credit/debit card on file or Venmo. If damage occurs, the credit card/debit card on file will be charged. If guest pays the deposit with Venmo and no damage occurs, the deposit will be returned promptly upon inspection. Maximum of 2 dogs allowed at any one time. Guests indemnify property owner of any wrongdoing that may occur with pets.

GENERAL DAMAGE

If significant damage occurs, damage will be assessed, and the booking guest will be charged for the damage. If household items, décor, or furniture are removed from the premises, the booking guest will be charged for the items.

SMOKING

Cigarette/cigar/pipe smoking, juuling, vaping, and e-cigarette use are **not** permitted in the house. If use is detected, an additional cleaning fee of \$500 will be charged to the booking guest. Guests who smoke outside agree to leave no trace of use on the grounds.

ILLEGAL SUBSTANCES AND ACTIVITY

Illegal substances and use of illegal substance are not permitted on the property. Underage drinking is not permitted. Participation in any illegal activity on the property will result in immediate departure without refund.

LIABILITY

All guests (booking guests, their additional guests, visiting guests) assume responsibility for their well-being when staying at Raven's Rest. Guests agree the owner and any associates of the owner do not assume liability for accidents, injuries, or deaths of any kind that may occur on the property. If an accident or injury occurs on the property, the owner should be notified immediately for documentation purposes.

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SOCIAL MEDIA DATA COLLECTION

Our website includes social media features such as, but not limited to, the Facebook. If you use these social media features, they will collect your IP address, which page you are visiting on our site, and set a cookie to enable the social media feature to function properly. Your interactions with these social media features are governed by the privacy policy of the company providing the social media feature.

RESOLUTIONS

If the booking guest is not satisfied with the accommodations at any point during the stay, the booking guest agrees to contact the owner to give her an opportunity to resolve the issue(s) during the stay. If the booking guest's issue(s) cannot be resolved, the booking guest agrees to

discuss a resolution with the owner during or after the stay. All guests agree not to publish negative digital content regarding Raven's Rest without giving the owner an opportunity to resolve any issues.

The Terms of Agreement (TOA) are published on the website and the owner will confirm with the booking guest that the TOA has been reviewed. By booking a reservation with Raven's Rest, the booking guest and their additional guests agree they reviewed and agree to the TOA .