

Lake House Memphis

8851 N Rocky Point Road, Cordova TN, 38018

901-482-3259 Fax 901-205-0909 Email: info@lakehousememphis.com

RATES AND POLICIES FORM: fill out, sign and send back to complete your reservation.

Reservation for _____, _____ adults & _____ children.
(guest name)

___ **LAKE HOUSE (5-bedroom) Check-in date:** _____ **check-out:** _____.

Lake House Memphis is a beautiful 3,500 square foot colonial style home located on a small lake in a quiet country setting. 5-bedrooms and 6-beds (1-king, 3-queen & 2-full beds) 3.5 bathroom. Living room with gas fireplace, kitchen, formal dining area, two large outdoor decks. \$535.00 per night plus tax 15.95%. Up to 12 people. \$25.00 per/per after 12. Max occupancy is 14. *Weekly rental \$3,210 1-night rental \$785.00*

___ **COUNTRY INN (4-beroom) Check-in date:** _____ **check-out:** _____.

The Country Inn is a comfortable 3,000 square foot, family style home with 4-bedrooms, 4-beds (2-queen & 2-king beds) 2 full bathrooms, large living room with wood burning fireplace, kitchen, formal dining room, large covered deck and covered parking. \$425.00 per/nt plus tax 15.95% up to 8 people. \$25.00 per/per after 8. Max occupancy is 14. *Weekly rental \$2,550, Monthly rental \$5,100. 1-night rental \$600.00*

___ **SANGA HOUSE (4-bedroom) Check-in date:** _____ **check-out** _____.

Vintage details lend character to the Sanga House, a 2,700 square foot 1920's home with 4-bedrooms and 6 beds (2-king, 2-queens, 2-Double) 2- full bathrooms, one with a jacuzzi tub & one with a tub/shower combo, gas fireplace, kitchen, living room, formal dining room, large deck & fenced back yard. \$425.00 per/nt plus tax 15.95% up to 12 people. \$25 per/per after 12, Max occupancy is 14. *Weekly rental \$2,400, Monthly rental \$4,800.00 1-night rental \$600.00*

___ **COTTAGE (2-bedroom) Check-in date:** _____ **check-out** _____.

is a 1,700 square foot home that gives you the feeling of a country lodge with 2-bedrooms (both king beds) and 2 full bathrooms. Living room has floor to ceiling scenic windows, wood stove, full kitchen, covered parking. \$225.00 plus tax 15.95% up to 4 people. Max occupancy is 8. *Weekly rate \$1,350, Monthly rental \$2,70. 1-night rental \$350.00*

___ **COTTAGE (1-bedroom) Check-in date:** _____ **check-out** _____.

is a spacious 1,300 square foot home that gives you the feeling of a country lodge. 1-large bedroom with king bed, 1-bathroom. Living room has cathedral ceiling with open beams, floor to ceiling scenic windows with a view of the country side and a wood stove, full kitchen, covered parking. \$175.00 plus tax 15.95% up to 2 people. \$25.00 per/per after 2, max occupancy is 4. *Weekly rate \$1,050, Monthly rate \$2,100. 1-night rental \$275.00*

___ **SOUTHERN GLORY HOUSE (3-bedroom) Check-in date:** _____ **check-out** _____.

is a comfortable 3 bedroom (1-King, 2-queen beds), 2 bath home with a cozy living-room, dining area and fully equipped kitchen, large covered deck out back and indoor garage parking with remote. \$325.00 per night plus tax 15.95% up to 6 people. Weekly rental \$1950, monthly rental \$3,900.00 plus tax. *1-night rental \$500.00*

___ **CORDOVA BANQUET HALL: Check-in date:** _____ **check-out** _____.

Located just 1/10 mile from the rental homes can be rented for parties up to 80 guests. \$600.00 for the first 4 hours, \$100.00 per hour thereafter. Includes tables and chairs. We offer reduced rates for guests who are renting one of the vacation rental during their event. Request a banquet packet for more Information and prices.

MINIMUM STAY: Homes have a 4-night minimum for all holidays and a 2-night minimum the rest of the year. 1-night rentals are available but can only be booked up to 10 days in advance.

MAKING A RESERVATION:

Reservations for the Lake House are made through our online booking at www.memphisvrbo.com. You may request a quote, ask questions at this site or click on the “BOOK IT” link to choose your dates and request a reservation. A quote must be request for all of the other homes by clicking on the “Email Owner” link, tell me which home you would like a quote for. When you are happy with the quote we will send you a “book-it” link where you can go on-line make your payment and lock in your dates.

CONFIRMED RESERVATION:

A reservation is confirmed and your dates are locked in as soon as a payment is made. You may request to make 1-2 equally divided payments, making your first payment holds your dates and keeps them from being booked by other guests. Your final payment is due 61 days prior to arrival. Our reservation system will not allow us to hold dates and will continue to accept reservations by other guests until a payment is made, it is possible that a delay in making your payment could result in the days you wanted being booked by another guest. You will receive an email confirmation as soon as your payment is made.

PROPERTY DAMAGE PROTECTON (PDP) OR DAMAGE DEPOSIT:

Choose one options below. (Scheduled events are required to have both options)

Regular home rentals with no additional event scheduled will automatically default to option #. If you prefer option #2 let us know prior to making your payment. If you have scheduled an event your (PDP) fee will depending on the size of your event and may be \$49, \$69 or \$89

1. Make a non-refundable payment of \$49 per home. This option will cover up to \$1,500 of covered damages for the length of your stay. Your \$49 fee goes to CSA Travel Protection. For more information visit www.vacationprotection.com. Any damage not covered by the (PDP) are charged to the responsible parties' credit card on file.
2. Make a fully refundable \$500.00 cash deposit, paid with a credit card on-line at least 10 days prior to arrival. With this option your deposit is refunded to your credit card 4-7 days after your departure less any damages if any.

DAMAGE OR MISSING ITEMS:

In the event of damage or missing items Lake House Memphis will first submit a claim to the (PDP). The responsible party will be charged for any fees not covered by the (PDP) including but not limited to cancellation fees, excessive cleaning, physical damage and missing household items. Excessive cleaning and most repairs are charged \$50.00 per hour. There is an inventory on file for each home any missing or damaged items are charged at the replacement/repair fee plus 10%. Any fees not paid before your departure will be automatically charged to your credit card on file.

REFUNDS:

Cancellation refunds are made up to 61 days prior to check-in date. Cancellations less than 61 days prior to check-in are not refunded unless home can be re-rented. In the event your cancelation has less than 61 days notice we allow a one-time rebooking. This must be scheduled and completed within 1 year from your originally scheduled check-out date. A 15 % handling fee will be deducted from all refunds and charged to rebooking's due to cancelations made less than 61 days prior to the scheduled arrival date.

PARTIES/EVENTS/GATHERINGS GUIDLINES:

Events of any kind must be approved prior to occupying the home. No parties or events without permission. If you plan to have visitors, while staying in one our homes, and they are not registered overnight guests we consider this an Event. Popular uses include small family gatherings, dinners, showers, luncheons, reunions, ladies or men's night-out. A \$250.00 Party or Event fee is charged anytime you have visitors coming to the home that are not registered overnight guests. This fee will cover up to 10 visitors; each additional visitor is \$25.00. The max number of people allowed in each home for day use is 20; this includes overnight guests and visitors combined. There must never be more than 20 people in the home you have rented. The event fee covers a one-time 6 hour period that must be scheduled in advance.

UNAPPROVED PARTIES/EVENTS: Evidence of an unapproved event, unregistered guests or visitors exceeding the max occupancy per home will result in the forfeiture of your \$500.00 deposit and the \$250.00 party or event fee for a minimum \$750.00 fee. Damages if any will be charged separately and in addition to this fee. Your group at the management's discretion may be asked to relocate to the banquet hall (fees apply) or leave the property.

GIFT CERTIFICATES:

Gift certificates may be purchased for gifts and used like cash. Gift certificates are fully transferable and may be used by the bearer to make a reservation and are subject to the 2-night minimum and 4-night minimum for holidays. Donated gift certificates may be used for 1 night stays but must abide by the rest of the policy's herein. Donated gift certificates may also be used for holidays as long as the reservation meets the 4-night minimum. Some exceptions apply. All gift certificates are subject to availability. The value of a gift certificate may be applied toward a reservation, tax and damage deposit at any of the homes. The value of a donated gift certificate may be applied toward a reservation at any of the homes. Hospitality tax and damage deposit are not included in the donated gift certificate and is due at the time the reservation is made..

RENTAL HOME AMENITIES:

TV & DVD player in living room and most bedrooms, unlimited free movies with Netflix Wi-Fi streaming, free wireless internet, unlimited local calls, fax and copy service available, hair dryers, iron & ironing board, lighted vanity mirrors in bathrooms, towels, bedding, dishes, glassware, utensils, pots and pans, coffee maker, microwave, refrigerator/freezer/ice machine, washer and dryer in the house, A two-day starter supply of: coffee, bath soap, shampoo, laundry soap, dish soap, toilet paper, garbage bags, and paper towels are provided for your convenience. If your stay is longer than two days you may want to bring some of these items with you. Homes are conveniently located near grocery stores if you need to pick up supplies. All homes are fully furnished, furnishings may differ from pictured and are subject to change without notice.

CONTINENTAL BREAKFAST:

Your rate includes a one-time complementary basket of fresh fruit, muffins, cinnamon rolls, coffee, tea and hot cocoa. This will be located in your home on arrival and is there for you to enjoy at your leisure. Additional fruit basket may be ordered for \$36 and includes 10 pastries and 8 pieces of fruit.

CLEANING FEE:

There is not an additional cleaning fee as long as the home and yard are left in good order and spills, messes, ovens, stovetop, outdoor grill is cleaned if used & house hold garbage is placed in the provided green dumpster. Fees, as described above in "Damage Deposits" for cleaning will be deducted from your damage deposit or charged to your credit card on file.

HOUSE KEEPING:

There is no daily maid service unless requested. Maid service can be requested in advance for \$25.00 per hour. Maid service includes sweeping, vacuuming, change of bedding, mopping, change of towels and garbage taken out. Towel & garbage service can be scheduled for \$35.00 per day.

LINEN:

Blankets, sheets, towels, hand towels, washcloths, kitchen towels and cleaning clothes are provided. Be sure to use the cleaning clothes to clean up messes and not the good linen.

WASHING LINEN:

Wash towels and sheets separately from your personal laundry to prevent color transfer. Replacement cost will be charged for stained, damaged or missing linen.

CLEANING SUPPLIES: There is a broom, mop, mop bucket, cleaning clothes and vacuum located at each home.

RELOCATING ITEMS:

Do not remove house hold items like pots, pans, dishes, blankets, etc. from one home to another. If housekeeping is unable to locate the inventor do to items being moved from one house to the next you may be charged for missing items.

POTS AND PANS:

Use the cleaner and sponge provided for cleaning dishes & pots and pans. Do not use any other cleaners or scrub brushes. Use ONLY plastic utensils provided in all pots and pans to prevent scratching. Please be careful. Replacement cost will be charged for pots and pans that are damaged by harsh cooking or scratched with abrasive cleaning. A cleaning fee will be charged for dishes left with burned on food. A non-stick-frying pan is provided for your use and is more suitable for frying.

FURNITURE:

We ask that you not move the furniture around. It damages the furniture & scratches the floors & walls. Fees are charged at the same rate as repairs if furniture has been moved around, damaged or floors have been scratched and need repair. Call the office immediately if food or drinks are spilled. We have a carpet and upholstery cleaner that can get most spots out if done quickly.

GROCERIES:

Guest can select from a limited grocery list. Groceries on this list will be delivered to your house in advance of your arrival - return form and pay at least 14 days in advance. Forms Can be found on our website at www.lakehousememphis/groceries.

USE IT - REPLACE IT:

Please be kind and replace the items you use. This keeps the home stocked with useful items such as: spices, oil, salt, and pepper, foil & bug spray. Each homes' inventory varies slightly. If you found it useful, the next guest will too. So if you "use it - replace it."

PHONE SERVICE:

Unlimited local & long distance calls through magic jack.

LOCAL DIGITAL TV:

Our homes are set up with digital DTV America's New High-Definition Television System (not cable) up to 29 high definition channels, to view programming and the full channel line-up visit <http://www.titantv.com> DTV Includes popular local channels for area news, sports coverage, weather, kids' shows, and more! You'll get channels like PBS, CBS, NBC, REL, ION, ABC, CW, FOX, TBN, IND, FOX.

WIRELESS INTERNET:

Each home is equipped with high speed wireless internet.

NO SMOKING:

Smoking is not permitted inside the home. Smoking is permitted outside on the porch as long as butts are disposed of in containers provided and not on the grounds. Evidence of smoking in the home or butts littered on the grounds will result in cleaning fees. Min. \$250.00 fee.

OUTDOOR GRILL:

A gas grill must be requested at the time your reservation is made to insure availability. Grill rental is \$10.00 per day if returned clean, a min \$25.00 will be charged for all grills returned dirty. Grill must be left on the ground and never put on the porch or in the garage during use.

LAKE:

No Fishing or Swimming allowed. We encourage you to feed the fish, turtles and ducks. A bag of fish food is located in each home for your enjoyment. There is a coin-operated dispenser with fish food located in the main entry closet

CHILDREN/SAFETY:

Children under the age of 18 must be supervised by an adult at all times. Children may play and explore in the area immediately around the home. Do not let them enter the pastures and other rental properties. Parents and caregivers please note that the Lake House and Cottage are located very close to the water and poses an (inherent) risk to children, handicapped adults and those under the influence of alcohol or drugs. The lake is not fenced and there is no lifeguard on duty. The "responsible party" & parents agree to assume all responsibility for their children's safety. Child doorknob covers and out of reach door locks are provided for your use. Please use them so that small children do not wander outside the home unattended. However if you are concerned about these risks please consider one of our other homes that are not located so close to the water.

PERSONAL RESPONSIBILITY:

This home is privately owned; the owners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. The Homeowners are not responsible for the loss of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

LITTER:

The “Responsible Party” must not permit their guest to litter. Even small items like gum, wrappers, bottle tops, cigarette butts, tape, and rubber bands, etc. can be devastating to our animals. When our homes are vacant we allow our animals to graze on the property around each home. If they eat the litter you leave behind they may become sick or worse. We strongly enforce this rule, damage & cleaning fees apply to all violators.

GARBAGE DUMPSTERS:

Garbage dumpsters are located near the end of the driveway. Put your full garbage bags in the dumpsters and secure the lids. Please Do Not leave garbage on the front or back porch, as the wildlife will get into the bags. The garbage man comes on Wednesday mornings to empty the dumpster.

VEHICLES:

Car washing is not permitted on the property. Drivers must stay on the established roadways. Driving on the grass is not permitted. Fees will be charged for damage due to driving on the grass.

FIREWORKS:

No Fireworks of any kind are allowed on the property. No flammable, combustible or explosive material shall be kept in or around the home. It is illegal to ignite fireworks anywhere in Shelby County without a permit.

PET POLICY:

Pets are welcome as long as all pet policies are followed and pet fees are paid in advance. In the event an unauthorized pet is discovered, the responsible party will be automatically be charged all pet fees and may be asked to remove the pet from the premises. There is a separate form below to fill out if you are planning to bring a pet.

CHECK-IN: 4:00 PM

Your unit will be available to you any time after 4:00 pm on the date of your arrival. An early arrival and/or later departure time may be possible but must be requested 1 day prior to your arrival and 1 day prior to your departure.

CHECK-OUT: 11:00 AM

Guest departure time is 11:00 am; your prompt check-out is appreciated so we can prepare the unit for our next guests. It is imperative that you follow the check in and out times. Without prior permission to depart late, the following fees will be assessed and charged to credit card on file: \$1 per minute will be billed for remaining in the unit past their 11:00 am check-out time on the date of departure.

PICKING UP YOUR KEY:

You can make your check-in go faster if you.

1. Complete your rental agreement and returned prior to arrival and we can have your check-in packet and key waiting for you to pick up – no waiting.
2. If your rental agreement to not complete or you did not include your credit card information you will need to stop by the office to complete it before preceded to your home. Be sure to call when you reach Memphis so we can have someone available to check you in.

CHECK-OUT PROCEDURES: Follow the check-out procedures to be an A+ Guest and avoid cleaning fees:

- Check-out on time 11:00AM
- Clean up spills, messes, ovens, stovetop and outdoor grill if used. Replace foil in ovens if needed.
- Remove garbage to dumpsters
- Put wet/used towels in laundry baskets in the laundry room.
- Leave sheets on the beds-no need to make beds
- Load and run the dishwasher
- April-thru-November Set the furnace to COOL and the temperature to 80°
- December-thru-March set the furnace to HEAT and the temperature to 60°
- Turn off all lights.
- Make sure that the home and yard are left in the same condition as when you arrived.
- Pick up any garbage, cigarette butts, etc. outside the home.
- Leave keys on kitchen counter, no need to lock the door.
- Report any problems or damaged items on comment form located in the welcome booklet or leave a note on our voice mail when you call to check-out.
- We encourage you to fill out the comment form located in the back of the welcome booklet. It helps us make your next visit even better plus you get 10% off your next visit.
- Call (901-482-3259) to let us know when you leave so we can send over housekeeping. Please leave a message if you get the Voice Mail. You may also leave a detailed message about any problem or damage on our voice mail.

REGISTERED GUESTS:

Use of the home is limited to registered guests below only. All guests must be listed on this form prior to occupying the home. Access to the home will be denied to anyone who is not a registered guest. Failure to inform us of any changes in the number and names of guests could result in additional fees as described above in PARTIES/EVENTS/GATHERINGS GUIDDLINES.

List names of all guests who will be at the house specify (A) adults and (C) children, list ages of all children under 18.

Guest Name	A or C	Vehicle # & State	Phone number
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			

VISITORS:

Unless you've received written permission from Lake House Memphis, the house is not for visitors at any time, except those who are on the registered guest list above. If you have requested permission to invite visitors to the home you must fill out the *Event Guest List* on page 12 prior to occupying the home. Fees will be charged for unregistered visitors.

REQUIRED INFORMATION:

Responsible party must be at least 25 years old and have a valid driver's license and current VISA/MC card (not debit) to put on file. We require every guest to have a credit card on file prior to check-in. Credit card must have responsible parties imprinted name on the card.

I Authorize "Lake House Memphis" Or Its Affiliates to Charge My Credit card:

Number _____-_____-_____-_____

Expiration Date: _____ Security Code _____

Card Types: MasterCard, Visa, or Discovery (Circle one)

Responsible party (print): _____

Billing Address: _____
(Including city, State & zip code)

Telephone: _____ Cell phone: _____

In the event any suit is brought in connection with a rental, The "Responsible Party" agrees the venue of such action shall be in Shelby County, Tennessee unless the rental owner commences a suit in a another jurisdiction.

Yes or No - I request maid service on the following date/s: _____

Yes or No - I request a grill on the following date/s: _____

Yes or No - I will have pet/s with me. (If yes- fill out and return the attach pet request form.)

Yes or No - I will be having an event or guests over that are not registered overnight guest.
(If yes - fill out and return the attached event and guest list request form)

Comments/requests

By signing below I confirm that I have read this rental agreement in its entirety, I understand and agree to abide by the terms therein.

Responsible party signature: _____ Date: _____

Lake House Memphis

8851 Rocky Point Road, Cordova, TN 38018

901-482-3259 Office 901-754-5407 Home/afterhours number

DIRECTIONS

Check in is at 4:00 PM. Check out is at 11:00 AM.

The directions below will take you to the main house/office where you check-in and receive your check-in packet, keys and a map to the home you have rented. All of the homes are just a few blocks from the main house/office. If all of your paperwork is completed your check-in packet will be on the door in a big envelop with your name on it. If your paperwork is not complete you will need to stop in at the office and complete before going to the home.

If you have not already scheduled a specific check-in time call 901-482-3259 as soon as you cross into Memphis, that way we will have your check-in packet ready and you will be able to grab your check-in packet and go straight to your home with no waiting.

Directions from I-40 E - toward Nashville.

1. Take Exit 16.
(You are 4.3 miles from the lake house)
2. Take the **TN-177 S Ramp** toward Germantown
3. Keep right at the fork to go onto **N Germantown PKWY TN-177 S.**
4. Take a left onto **Trinity Road.**
5. Take a left onto **N Sanga Road.**
6. Take a right onto **E Rocky Point Road.**
7. We are the **4th house on the right.**
8. **Street #8851** there is a rock wall and Iron Gate at the entrance to our driveway.
9. Drive in past the stone wall; follow the driveway around the fountain to the front door with a big stone arch. Ring both doorbells or call the number below and we will be with you shortly to get you checked-in.

Directions from I-240 E - toward Nashville

1. Take the **Walnut Grove Road** Exit – Exit 13.
2. (You are 7.4 miles from the lake house)
3. Turn slight Right **onto Walnut Grove Road.** (You will stay on Walnut Grove for the next 5.1 miles.)
4. Turn left onto **N Sanga Road.** (You will stay on **Sanga** for the next 1.8 miles.)
5. Turn Right onto **E Rocky Point Road.**
6. We are the **4th house on the right.**
7. **Street #8851** there is a rock wall and Iron Gate at the entrance to our driveway.
8. Drive in past the stone wall; follow the driveway around the fountain to the front door with a big stone arch. Ring both doorbells or call the number below and we will be with you shortly to get you checked-in.

****** Copy these instructions and take them with you******

Be safe on your journey!

www.lakehousememphis.com

PET REQUEST

Pet fees: \$15.00 per night per pet plus a one-time non-refundable cleaning fee of \$100-\$250.00 based on the size of the home. (Each home goes through a rigorous steam cleaning after each pet to insure a pet free environment for the next guest.)

To be completed and returned with the rental agreement ONLY if you are bringing a pet. No more than 2 pets per home.

Name	Breed	color	I.D.

Pet owners must comply with the following rules:

1. Pets must NOT be left in the home unattended unless securely crated. If needed we have large animal crates and pet beds that can be rented. Beds and crates must be requested at the time the reservation is made to guarantee availability.)
2. Proof of vet check, not more than 12 months old and all required immunizations, must be provided. Pets will not be allowed without current license & proof of wellness – no exceptions.
3. Owners are responsible for their pets feeding and clean up. Pet potty spots are posted and must be used and cleaned up after each use.
4. Damage of any kind i.e. chewing, scratching, potty accidents, odors, pet hair on furniture, etc. may result in additional cleaning or repair fees.
5. Pets must be kept on a leash at all times when outside the home.
6. All pets must stay on the first floor and are not allowed on the 2nd floor in any of the homes. (This is due to the wall to wall carpet on the 2nd floor)
7. Pets are not allowed on furniture or beds.
8. Grounds must be left clean and free of pet droppings.
9. Pet owners may be asked to remove their pet(s) to a boarding kennel if these rules are not followed. If there is a problem we can help you find a kennel, there are several very close to our homes.
10. If the home cannot be cleaned and ready in time for the next guest, due to excessive cleaning caused by the pet, the pet owner will be charged up to two days addition rental for the entire home.
11. Pet owners agree to assume all responsibility for their pet.

EVENT GUEST LIST:

Event guest list to be completed and returned with the rental agreement ONLY if you are having a party or event

Guest Name	A or C	Vehicle # & State	Phone number
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			

GUEST LIST