

RATES AND POLICIES (for welcome book)

LAKE HOUSE – 8855 Rocky Point Road, Memphis TN 38018 (5-bedroom)

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 (4/queen beds, 2/double beds) Living room with gas fireplace, kitchen, formal dining area, two large decks. \$535.00 per night plus tax 15.95 % up to 12 people. \$25.00 per person after 12. Weekly rental is \$3,210.00 plus tax. No monthly rental available in this home. Max occupancy 14. This home has a 4-night minimum for all holidays and a 2-night minimum the rest of the year.

COUNTRY INN – 8827 Rocky Point Road, Memphis TN 38018 (4-beroom)

The Country Inn is a comfortable 3,000 square foot, family style home with 4-bedrooms (2 queen & 2 king beds) large living room with wood burning fireplace, kitchen, formal dining room, large covered deck and covered parking. \$425.00 per night plus tax 15.95% up to 8 people. \$25.00 per person after 10. This home has a 4-night minimum for all holidays and a 2-night minimum the rest of the year. *Monthly rental \$5,100, weekly rental \$2,550*

THE SANGA HOUSE 996 North Sanga Road, Cordova, TN 38018(4-bedroom) is a 2,700 square foot 1920's home with 4-bedrooms and 6 beds, 2/king beds, 2-Queens beds, 2-full beds. 2-bathrooms, Jacuzzi tub in master bathroom, Gas fireplace, kitchen, living room, formal dining room, large deck & big fenced yard. \$425.00 per night plus tax 15.95% up to 10 people. \$25.00 per person after 10. *Monthly rental \$4,800.00, weekly \$2,400*

COTTAGE – 8855 Rocky Point Road, Memphis TN 38018 past the Lake House (2-bedroom)

The Cottage 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 and wood stove, full kitchen, covered parking. \$225.00 plus tax 15.95% up to 4 people. \$25.00 per person after 4. (Ask about our discounted rate for 2 people) *Monthly rental \$2,700, weekly \$1,350*

GUEST HOUSE – 8851 Rocky Point Road, Cordova, TN 38018 (1-bedroom)

The Guest House is a 1,200 square feet apartment located on the 2nd floor of the main house. There is a beautiful view of the fountain and circular garden. This home has 1-bedroom with a queen bed and a twin daybed in the living room, 1-bathroom, large living room with gas fireplace, eat-in kitchen as well as an additional formal dining area. This private self-contained Guest House has its own separately keyed entrance. Wireless is 5.8 GHz. \$125.00 per night plus tax up to 2 people. \$25.00 person after 2. Must be 25 or older. 1-week minimum. *Monthly rate \$1,750, Weekly rate \$750.00*

CORDOVA BANQUET HALL- 8567 Macon Road, Cordova, TN 38018

Located just 1/10 mile from the rental homes can be rented for parties up to 100 guests. \$600.00 for the first 4 hours, \$150.00 per hour thereafter.

MINIMUM STAY:

All homes have a 4-night minimum for holidays and a 2-night minimum the rest of the year

RENTAL HOME AMENITIES:

TV & DVD player in living room, TV's & DVD players in bedrooms. Comcast cable in most homes, 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, pedal boat rentals available. A 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. Furnishings are subject to change without notice.

BREAKFAST:

Your rate includes a one-time complementary continental breakfast. You may pick one of the following.

- (1.) Basket of fresh fruit & Coffee
- (2.) Mixed basket of fresh fruit, muffins, Cinnamon Rolls & coffee or
- (3.) bottle of chilled wine.

Make sure to give us your selection at the time of your booking and it will be delivered to your house in advance of your arrival.

RESERVATION POLICY:

Full payment is due when the reservation is made. If not received the reservation cannot be held without payment.

CONFIRMED RESERVATION:

An email confirmation is emailed after the payment is made.

REQUIRED INFORMATION:

Renter must have a valid driver's license and current VISA/MC card (not debit) to put on file. Driver's license and credit card used to make the reservation must be presented upon arrival. Credit card must have available credit to be used for the damage deposit and be in renters own name. Signature on back must match name imprinted on card.

DAMAGE DEPOSITS:

A credit card (not debit) with an available balance is required at check-in for all rentals. At check-in a \$500.00 verification/hold per rental is placed on the responsible parties' credit card. Credit card must have a minimum available balance of \$500.00 per home. The "responsible party" is responsible for any and all damages including but not limited to cancellation fees, excessive cleaning, physical damage, missing or broken items, linens, towels, robes, ordering movies or long distance phone calls. Excessive cleaning and most repairs are charged \$50.00 per hour. Missing or damaged items are charged at the replacement cost. Any fees not paid before your departure will be automatically charged to your credit card on file.

CHECK-IN/CHECK-OUT

Your unit will be available to you any time after 4:00 pm on the date of your arrival. Guest departure time is 11:00 am; your prompt checkout is appreciated so we can prepare the unit for our next guests. It is imperative that you follow the check in and out times. An early arrival and/or later departure time may be possible but must be requested 1 day prior to your arrival.

Without prior permission to arrive early or depart late, the following fees will be assessed and charged to Guest's card on file: In the event that a guest enters the unit before 4:00 pm on their scheduled date of arrival guest may be charged \$1 per minute prior to 4:00pm. Guest will be billed \$1 per minute for remaining in the unit past their 11:00 am check out time on the date of departure.

DISPUTES:

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.

REFUNDS:

Cancellation refunds up to 31 days prior to check-in date. Cancellations less than 30 days prior to check-in are not refunded unless unit can be re-rented - ask about rescheduling. 15 % handling fee will be deducted from all refunds.

PARTIES/EVENTS/GATHERINGS GUIDELINES:

If you plan to have visitors while you are at the home we consider this an Event. Events of any kind must be approved prior to occupying the home. No parties or events without permission. 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. If you plan to serve alcohol at your event or party you must purchase event insurance from www.wedsafe.com and our name must appear on the forms. (Contact us prior to purchase for more specific event insurance information.)

UNAPPROVED PARTIES/EVENTS: Evidence of an unapproved event, unregistered guests or visitors exceeding the max occupancy per home will result in your group at the management's discretion being asked to leave the property or relocate to the banquet hall (fees apply), 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.

VISITORS:

Unless you've received written permission from Lake House Memphis, the house is not for visitors at any time for anyone, except those who have paid and are on the registered guest list below. If you have requested permission for visitors you must provide us with a visitors list prior to occupying the home.

REGISTERED GUESTS:

Use of the home is limited to registered guests only. All guests must be listed on the registration form prior to occupying the home. Access to the home will be denied to anyone who is not a registered Guest. You must inform us of any changes in the number and names of guests to avoid fees as described above or eviction.

VEHICLES:

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

HOUSE KEEPING:

There is no daily maid service unless requested; therefore you must maintain your linens during your stay. An inventory is on file for each home. You are responsible for replacement cost on any item. 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.

CLEANING FEE:

There is not an additional cleaning fee with a min 2 night rental 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.

LINEN:

Blankets, sheets, towels, hand towels, washcloths, kitchen towels and rags are provided. Do not use the good linen for cleaning up messes. Cleaning rags are located in the cabinet with the broom and mop. Washing linen: Wash towels and sheets separately from personal linen to prevent color transfer. Replacement cost will be charged for stained or missing linen. Bedding and décor may differ from what is pictured on the website.

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.

OUTDOOR GRILL:

A gas grill may be requested at the time your reservation is made. Grill rental is \$10.00 per day if returned clean, a min \$25.00 will be charged for all grills returned dirty.

FURNITURE:

Please do 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 - please return forms 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.

LOCAL DIGITAL TV:

(About 20 channels) If you require cable TV be sure to verify it is available in the home you are renting. 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. Look for the full channel line-up in the welcome book located in each home.

WIRELESS INTERNET:

Must have your own wireless network card 2.4 GHz. to access wireless network. Ethernet cable provided for wired access.

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.

LAKE:

No Fishing or Swimming allowed. We encourage you to feed the fish, turtles and ducks. A bag of fish food is located in your room for your enjoyment. There is a coin-operated dispenser with fish food located in the main entry closet. Parents and caregivers please note that the Lake House is 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 not a lifeguard on duty. We provide baby locks and life jackets but if you are concerned about these risks please consider one of our other homes that are not located so close to the water

BOATS

All guests and their children wishing to use the boats must sign a hold harmless release form and return it to office before using the lake and pedal boats. Boat rental is on a first-come basis and is available to guests renting any of the homes. Rental fee is \$10.00 per ½ hour, \$15.00 per hour or \$50.00 per day. 8:00am-dusk. Boats must be off the water and keys returned by dusk.

CHILDREN:

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. Our lake is not fenced. 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.

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 them animals 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.

NO 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.

PETS:

No pets, even temporarily, without prior authorization. If approved there is a \$15.00 charge per night per pet plus a 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.) In the event an unauthorized pet is discovered, the guests will be automatically be charged all pet fees, forfeiture of the \$500.00 deposit and may be asked to leave or remove the pet from the premises.

If approved 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. Barking pets must be calmed.
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 pets.

We are pet lovers as you will see by our vast array of pets listed below and will likely love your pet too. However do to some unfortunate instances we have had to implement and enforce our pet policy.

PET ANIMALS YOU MAY SEE ON THE PROPERTY

Keep track of how many you see.

- Horses
- Miniature Horses
- Donkeys
- Goats
- Ducks
- Chickens
- Cats

We hope you enjoy watching the animals or petting them through the fence. Please do not feed or chase the animals or enter the pastures without prior permission, as doing so will be at your own risk. A baggie of fish, turtle & duck food are located in each home. Feel free to visit the lake and enjoy feeding the animals at your leisure.

WILDLIFE

If you are lucky you may get a peek at our wildlife, they include:

- Deer
- Raccoon
- Coyote
- Red fox
- Beaver
- Geese
- Turtles
- Catfish
- Squirrels
- opossum

Numerous types of birds to keep the avid bird watcher busy. My favorite is watching the beautiful red cardinal hop around on snow covered branches.

- swifts
- Bluebird
- Blue Crain
- Indigo Bunting
- Goldfinch
- Green Herring
- Siskin
- Hummingbird
- Robin
- Mocking birds
- cardinals
- Chic ides
- Blue jay

Memphis, TN fun facts:

Do you know how many states boarder TN?

Can you name them?

CHECK-OUT PROCEDURES

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

1. Check-out on time 11:00AM
2. Clean up spills, messes, ovens, stovetop and outdoor grill if used. Replace foil in ovens if needed.
3. Remove garbage to dumpsters
4. Put wet/used towels in laundry baskets in the laundry room.
5. Leave sheets on the beds-no need to make beds
6. Load and run the dishwasher
7. April-thru-November Set the furnace to COOL and the temperature to 80'
8. December-thru-March set the furnace to HEAT and the temperature to 60'
9. Turn off all lights.
10. Make sure that the home and yard are left in the same condition as when you arrived. Pick up any garbage outside the home.
11. Leave keys on kitchen counter, no need to lock the door.
12. 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.
13. 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.
14. Thank you!! We hope you have a safe trip home.
15. Call (901-482-3259) to let us know you have left. Please leave a message if you get the answering machine. You may also leave a detail about any problem or damage on our voice mail.