



Lake Junaluska

Vacation Rentals

LAKE JUNALUSKA VACATION RENTALS

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Rental Agreement

WELCOME TO LAKE JUNALUSKA ASSEMBLY

“The mission of Lake Junaluska is to be a place of Christian hospitality where lives are transformed through renewal of soul, mind and body.”

PLEASE READ CAREFULLY AS OUR POLICIES HAVE CHANGED

- Access Code for Check-in Cabinet: 2016
- Check-in time: 4 p.m.
- Check-out time: 10 a.m.
- Linens are not included (**unless otherwise noted**). Guests requiring Linen Rental Service are to contact the Vacation Rental Office for details and pricing. Linen requests **MUST** be made at least 14 days prior to your arrival. Linen orders placed less than 14 days prior to arrival are subject to a Rush Delivery Fee of \$50.00.

THIS IS A VACATION RENTAL AGREEMENT UNDER THE NORTH CAROLINA VACATION RENTAL ACT. THE RIGHTS AND OBLIGATIONS OF THE PARTIES TO THIS AGREEMENT ARE DEFINED BY LAW AND INCLUDE UNIQUE PROVISIONS PERMITTING THE DISBURSEMENT OF THE RENT PRIOR TO TENANCY AND EXPEDITED EVICTION OF TENANTS. YOUR SIGNATURE ON THIS AGREEMENT, OR PAYMENT OF MONEY OR TAKING POSSESSION OF THE PROPERTY AFTER RECEIPT OF THE AGREEMENT, IS EVIDENCE OF YOUR ACCEPTANCE OF THE AGREEMENT AND YOUR INTENT TO USE THIS PROPERTY AS A VACATION RENTAL.

I have read this agreement and understand and agree to the contents, which constitute the entire agreement.

RESERVATIONS

- The privately owned rental houses, apartments and condos (Units) are managed by Lake Junaluska Assembly (Agent). Peak season extends from Memorial Day – Labor Day. During these months, advance reservations are only accepted on a weekly basis, beginning and ending on Sunday. Off season rates are available on a daily basis, with a two (2) night minimum.
- Reservation deposits must be secured via credit card at the time of booking. All reservations must be paid in full 30 days prior to arrival. Reservations made less than 30 days prior to arrival must be paid in full at time of booking. The Lake Junaluska Vacation Rental Agreement must be reviewed, signed and returned PRIOR TO ARRIVAL or the reservation will be cancelled.
- Reservations are secured by credit card payment ONLY. A valid credit card is required to be on file with the Lake Junaluska Vacation Rental Office for any additional charges. Personal checks and cash are not accepted forms of payment.
- All reservations include a non-refundable administration fee of \$50.00 per unit. All reservations are subject to an administration fee, regardless of length of stay. By law, all reservations include a 4% occupancy tax and a 7% state tax.
- All units will be charged a resort fee from Memorial Day-Labor Day. See rates below. This fee covers the use of the swimming pool, mini golf, shuffle board and tennis courts. Canoe and paddle boat rentals are available at hourly rates and are not included with the resort fee. Golfing Greens Fee discounts are available with the resort fee.
- Cribs, highchairs, pack 'n plays, etc., are available for rent at an additional charge. Please contact the Vacation Rental office at least 10 days prior to arrival to make arrangements for rental and delivery.
- All reservation deposits shall be deposited into an insured, interest bearing trust account at Wells Fargo Bank, Russ Avenue, Waynesville, NC. All interest shall accrue to the credit of Lake Junaluska Assembly for maintenance of accounts.

OCCUPANCY

The maximum number of guests occupying a unit is limited to the number stated on the Rental Agreement, with the sole exception of an infant requiring a crib. The occupancy limits will be strictly enforced. Violation of this policy is violation of fire code and will lead to immediate eviction and no refunds will be given. This is to ensure our guests are safely and comfortably accommodated.

PET POLICY

Lake Junaluska Vacation Rentals now offers a limited number of "Pet Friendly" units. A non-refundable pet deposit and other restrictions apply. Please contact Lake Junaluska Vacation Rentals for policy information.

Unless otherwise stated, pets are NOT allowed in any other rental units. Pets are not allowed to "visit" rental units. Violation of this policy in a "No Pet" unit will result in immediate eviction, PLUS an additional \$200 pet cleaning fee.

RESERVATION CHANGES AND CANCELLATIONS

- Any changes made to a reservation must be done via telephone and confirmed through the Vacation Rental Office.
- Guests cancelling a reservation for any reason less than 30 days prior to arrival date, will forfeit deposit and any balance paid. Cancellations less than 30 days prior to arrival date will be required to pay the full balance of reservation cancelled.
- Upon cancellation, your entire reservation deposit will be held until such time as the property has been re-booked and confirmed for the same use period and for the same rate. There are no exceptions. Should the property be re-booked for only part of the use period, or for less rent for the reserved days, the deposit will be refunded, minus any uncollected rent for the use period. All guest cancellations are subject to a cancellation processing fee of \$50.00.
- A unit that is unacceptable to the guest is deemed a cancellation by the guest. Please check unit description carefully prior to booking.
- Agent may cancel a reservation if, in its sole opinion, it is in the best interest of the owner.
- Agent is not responsible for the weather or other "Acts of God" and there will be no refunds.
- Guests are strongly encouraged to purchase travel insurance. Please visit www.generalitravelinsurance.com for details and pricing.
- Any change of arrival date or transfer of rental unit on a confirmed reservation will be subject to the same policies of a cancelled reservation. After arrival, no refunds will be made should you choose to leave early.
- Subleasing a rental unit is strictly prohibited. This constitutes immediate eviction.
- In the event Owner chooses, for any reason, to remove their unit from rental program, every effort will be made to contact guest with as much advance notice as possible. Agent will make similar accommodations available, or your deposit will be fully refunded.

CHECK-IN

- Check-In time is 4 P.M.
- Check-In packages are available for pick up in the Lake Junaluska Vacation Rental Office, located in the Bethea Welcome Center at 91 North Lakeshore Drive (the first building on the left inside the main entrance off Highway 19 South).

- For arrivals after hours, the foyer of Bethea Welcome Center will be open 24 hours a day, 7 days a week for package pick up and key drop off. Check-in packages will be located in the secured cabinet inside the foyer of Bethea Welcome Center. Please retain this contract and future confirmation for the access code for the cabinet.
- Each check-in package includes two (2) sets of keys, map to unit, departure instructions and emergency contact information.
- In the event the guest is locked out of the rental property, after business hours, you are asked to call the emergency on-call number (828-400-1868). After 5 p.m. there will be a \$50.00 lock-out fee for a representative of Lake Junaluska Vacation Rentals to unlock property.
- Guests are to report any problems to the Vacation Rental Office within 24 hours of check-in. **DO NOT WAIT UNTIL AFTER YOU LEAVE TO REPORT PROBLEMS OR ISSUES** or you will be held liable for damages.

CHECK-OUT

- Check-Out time is 10 A.M. Due to limited time between check-out and check-in, it is imperative that all units be vacated by 10 A.M.
- Keys are to be returned to Bethea Welcome Center prior to 10 A.M. Key drop is located in the secured cabinet just inside the front foyer. Check-outs past 10 A.M. are subject to an initial \$50.00 late charge, plus \$10.00 for each additional hour, plus tax.
- Please refer to check-in package for required procedures to follow upon check-out, such as heat/air levels, lock up, etc.
- Lost or misplaced keys are subject to a \$25 replacement fee per key.
- Please check unit carefully before vacating. Lake Junaluska Vacation Rentals is NOT responsible for any personal property left behind. The retrieval fee for items left is \$25.00 + shipping charges.

GENERAL PROPERTY RENTAL GUIDELINES

- LINENS ARE NOT INCLUDED **unless otherwise noted**.
- Rental units DO NOT provide paper products (toilet paper, paper towels or trash bags). Guests are responsible for providing those items.
- All units are non-smoking. Violation of this policy will incur an additional cleaning fee of \$200.
- All units are individually owned, decorated and equipped to suit the owner. Furnishings vary from unit to unit, as described in Lake Junaluska Vacation Rentals advertising. Neither agent, nor owner, shall be responsible for providing any additional furnishings or equipment not listed on the description of unit.
- All units are furnished with blankets, bedspreads, pillow, cleaning equipment, cooking and eating utensils, to accommodate the maximum occupancy of unit. Color TV and basic cable are included. Kitchens are furnished with all major appliances, as well as a microwave, toaster and coffee pot.
- Unit appliances, such as air-conditioning, microwave, dishwasher, washer/dryer, etc. (as indicated in the individual unit description), receive an unusually high degree of use, especially during the summer season. Should any of these appliances fail or malfunction during your stay, please report it to the Lake Junaluska Vacation Rental Office immediately at 828-400-1868. No appliances are guaranteed. There will be no refunds for appliances, power, water, or TV failure. We aim to keep these conveniences in good working condition. Please report any appliance issues immediately. Any failures will be repaired as quickly as possible during business hours. Unfortunately we are unable to provide refunds or transfer of unit due to appliance failure.
- If you have special requirements such as Wi-Fi, air-conditioning, bed size, etc., refer to unit description prior to booking unit. Payment of deposit constitutes acceptance of unit. Do not assume the rental unit has what you need.
- Please do not move furniture or accessories. There will be an additional fee of \$50 PER HOUR should the cleaning service have to rearrange furniture or do excessive cleaning after guest departure.
- Guest is responsible for any damages to unit and/or its contents, excluding normal wear and tear, during your stay. Any damages or problems that the guest discovers are to be reported immediately. The agent/owner of unit shall not be held liable for any damage or injury to a guest or guest's party on unit property. Guest agrees to hold the agent/owner harmless for any claims for damage no matter how caused.
- Agent reserves the right to enter occupied unit in order to initiate any repairs.
- Not all units are equipped with landline phones or internet service. Please check the unit description for these amenities prior to reservation booking. Agent is not responsible for maintaining internet service.
- Locked areas within the units, such as owner's closets and personal storage areas are NOT to be violated by the guest. Guests using owner's personal linens WILL be charged the linen rental fee for that specific unit.
- House parties are NOT permitted. Please observe the assembly-wide "Quiet Time" from 11 P.M. – 6 A.M.
- Recreational vehicles must be parked OFF Lake Junaluska grounds, designated areas.
- A North Carolina fishing license or permit is required to fish in Lake Junaluska.
- Units are not available for rent to youth groups without expressed permission from owner and payment of a refundable \$200.00 security deposit.
- INFORMATION DEEMED RELIABLE BUT NOT GUARANTEED.

- RATES AND FEES SUBJECT TO CHANGE WITHOUT WARNING.
- Lake Junaluska Assembly offers the units to the public for leasing in compliance with all state and federal housing laws, including, but not limited to any federal and state laws and regulations prohibiting discrimination on the basis of race, color, religion, sex, national origin, handicap or familial status.

ADDITIONAL GUEST FEES

- RESORT FEE: Charged to each unit per week from Memorial Day-Labor Day, based on unit maximum occupancy. This fee covers use of the swimming pool, mini golf, shuffleboard and tennis courts. Canoe and paddle boat rentals are rented by the hour, and not included with resort fee. Golfing greens fee discounts are available with the resort fee.
 - \$30 for up to four potential occupants
 - \$3 for each additional potential occupant up to rental unit’s maximum occupancy
- CLEANING FEES: All cleaning fees are included in the rental rates.
- ADMINISTRATION FEE: \$50 (per unit) will be charged to each reservation.
- TAXES: Charged to each reservation, service and fee.
- Occupancy taxes of 4%
- State & local sales taxes of 7%
- LINEN RENTAL: Contact Lake Junaluska Vacation Rentals for details and pricing. Linen orders placed less than 14 days prior to arrival are subject to a \$50.00 rush delivery fee.
- AFTER HOURS LOCK OUT FEE: After 5 p.m. there will be a \$50.00 lock-out fee for a representative of Lake Junaluska Vacation Rentals to come unlock a property.

This contract constitutes an agreement between the Guest and Owner/Agent to rent unit named above. All parties agree to be bound by above terms. This lease is executed under authority granted by listing agreement between Agent and Owner and is subject to the terms and conditions of said agreement.

GUEST: _____ (Seal)
 DATE: _____

AGENT: _____ (Seal)
 DATE: _____

Please submit the final, signed document via email to:
vacationrentals@lakejunaluska.com