

TENANT CHECK OUT POLICIES

We hope you enjoyed your stay and that you'll think of us the next time you're visiting the area. To help ensure that our properties stay safe and enjoyable, we would appreciate you and your guests' cooperation with the following:

PLEASE REPORT DAMAGES PRIOR TO DEPARTURE

Accidental Damages to Rental Property

Accidental damage protection is included for any damages or accidents, subject to exclusions and limitations, that occur to the premises during your rental period up to \$3,000. Any damage or accident that is not covered under the policy will be the responsibility of the leaseholder.

CHECK OUT TIME IS 10:00 A.M. Please understand that we have multiple properties where guests are checking out and new guests are checking in on the same day. We need time to prepare the rental property you are vacating for the arrival of the next guests. Housekeeping and maintenance professionals must have access to all properties from 10:00 a.m. to 4:00 p.m. for cleaning and maintenance after check-out and prior to check-in. You can assist us by doing the following:

PLEASE WASH AND DRY THE TOWELS We're happy to provide towels & linens at no additional expense but they do take longer to dry in higher elevations. By starting the towels in the dryer, this helps housekeeping ready the house for the next arrival.

LEAVE BEDS UNMADE

CLEANING Every attempt is made to keep cleaning costs to a minimum; however, we insist on maintaining a very high standard and ask that you help with this endeavor by complying with a few simple requests:

1. Use only those towels and linens necessary to be comfortable. Extra laundry means extra expense.
2. Do not leave dirty dishes upon departure. Please load them in the dishwasher if available or wash them and leave them on the dish drain board.

PLEASE DO NOT REARRANGE FURNITURE OR MOVE OWNERS BELONGINGS Our owners have asked that we stress the importance of this issue as this can lead to accidental damages and is a safety concern.

REMOVE ALL TRASH BEARS AND TRASH ARE BECOMING AN INCREASING PROBLEM AND WE ASK OUR GUESTS TO HELP ELIMINATE THESE PROBLEMS BY BEING RESPONSIBLE WITH THEIR GARBAGE. PLEASE DISPOSE OF ANY REMAINING TRASH BY TAKING IT TO ONE OF THE TRASH & RECYCLING CENTERS LISTED BELOW. When trash is left out, bears are attracted to the house which is dangerous for everyone. We know that disposing of trash can be an inconvenience in the mountains and appreciate your cooperation and understanding.

TRASH & RECYCLING CENTERS based upon your property location

- **HWY 64 E** - Buck Creek Center: 10333 Buck Creek Road, Highlands, NC
Monday through Saturday: 7:00am - 7:00pm; Sunday: 9:00am - 5:00pm
- **HWY 28 S** - Highlands Transfer Station - 1080 Rich Gap Road, Highlands, NC
Monday through Friday: 7:30am - 4:30pm; Saturday: 8:00am - 2:00pm.
- **HWY 106 S** - Scaly Mountain Recycling Center - 717 Hale Ridge Road, Scaly Mountain, NC
Monday; Tuesday; Thursday; Saturday: 8:00am - 6:00pm
- **Cashiers** – Cashiers Recycling Center - 4560 Hwy 107 S, Cashiers, NC
Monday through Saturday 7 AM 6 PM

As indicated in your **Rental Terms Agreement**, there is a **\$25 service charge** for any trash left in the house. Highlands does not have daily trash service pick up so removing the trash is the occupant's responsibility. If prior to your departure you are unable to remove your trash, please call our maintenance provider Joe, at 828-200-3810 to schedule a pick up and pay him directly the \$25.00

Upon departure if you have keys to the house they are to be dropped off at our office and may be left in the mailbox on the wall to the left of the door.

Save money by booking with us directly to avoid service fees charged by third-party travel sites

Book direct at www.rentinhighlands.com/ and don't forget to leave us a review!