

2018 Rental Contract & Information (LRM) - Lake Shore Rental Management, LLC (Agent) — pg 1 of 3

All Mail to: Lake Shore Rental Management, LLC – 1721 N. 64th Ave. – Hart – MI- 49420 – (231) 873-5173 Note: Non-discrimination as required by law.

Lake Shore Rental Management, LLC (LRM) is an agency working for the homeowner by assisting families (renters) in securing a cottage/home best suited to their vacation needs. Please ask for home details. This rental contract is between you and the owner. It is not meant to be restrictive but informative to ensure a wonderful vacation memory for you and a positive experience for you, the owner, neighbors, as well as ourselves (LRM). We encourage you to call if you have any concerns. This contract must not be modified, and must contain the same contract information as downloaded from the website. Neglect or ignorance of the contract contents may result in "breach of contract" and full or partial loss of deposit so please be sure you read the information. We rent Saturday to Saturday **unless** owner specifies a different check in date. Each home has a standard 'check in' & 'check out' day. It is your responsibility to verify the standard check in and out day. These days are listed on the website. **Check In at 4:00 p.m., Check Out time 10:00 am sharp** or extra charge may be withheld if home inspectors charge extra because they could not get in to the home on time. Too many families aren't leaving on time and it has become a problem. Your home key, directions, and package will be ready for you upon your arrival. Prearrangements must be made for arrivals after 6:00pm for key and home package.

- Your Rental Contract & Security/Damage Deposit reserves and holds your home/week** and is subject to being rebooked until we receive your Rental Contract & deposit. If renting for two weeks, the deposit amount is due for EACH rental week. If you fail to make your rent payment or if you decide to cancel, the security deposit will not be returned UNLESS we can rebook the home for the same week at the same rental price. When you send your payment only submit **ONE check from the booking person**. Bring cell phones. See # 5 & #6, for dep. refund & rebooking procedures. We are not responsible for items you may have lost or left behind.
- Your Full Rent Payment (Rent as listed on website, cleaning fee, plus 6% Mich. Use tax) is due 6-weeks prior to your 'check in' date:** The home's rent price is listed on the website. It is impossible for us to contact all rental families to remind them to send their payment. Therefore, it is your responsibility to send your payment to be received at least six-weeks prior to the check-in date of your vacation. Full payment (rent as listed on the website, cleaning, 6% tax) must be made **in ONE check** payable to "Lake Shore Rental Management LLC. (**Write the cottage and rental dates on check memo line.**) If we have not received your full-payment prior to six-weeks before your vacation 'check-in' day, your week/home is subject to being rebooked to another party without further notice to you. Tardy payment will result in a late payment penalty of \$15 per week for each week that the rent is paid late up to a maximum \$90 to be deducted from the security deposit due to too many late payments. If you have any questions regarding this policy please feel free to call.
- Rent Cancellation policy.** All cancellation notices, including 'rollover deposits', must be in writing (e-mail is acceptable) with a written response (receipt of cancellation) from "Lake Shore Rental Management LLC" (so we both have documentation). We will refund your rent (minus the \$50 processing fee, see # 4) only if we are successful in renting your home at the full rent price. We've had to implement this policy because there have been too many cancellations with lost opportunities to rebook for owner. Notice: **If you must cancel we will do our best to rebook.** If you have to cancel, the sooner we know the better chance we have to rebook the home.
Security/Damage Deposits and Refunds. Your security/damage deposit is NOT used towards the rent (see # 1) and will be returned approximately 3 weeks after your vacation. The cleaning fee (see para.7) can be paid at the time of your rent payment or if you prefer it can be deducted from this deposit. Damage and/or excess cleaning fees will also be itemized and deducted. You are responsible for all damages and must report all damages immediately. Please Note: There is a processing fee of \$50 for cancellations or insufficient fund checks (including deposits, rent). Make sure you have received your deposit refund and cashed the check by November or this contract's refund policy can apply for next year and we will be considered a deposit applied for the next year, as many do. If you haven't received your deposit refund by October following your vacation, be sure to call or it can be applied towards a "Roll Over" booking for the following year (pending owner's contract and dates). In certain circumstances beyond our control (weather or fire damage, well problems, owner refusal to rent, or other unforeseen circumstances) your confirmed unit may not be available. Lake Shore Rental Management, LLC reserves the right to attempt to substitute the confirmed unit for comparable accommodations. We cannot confirm the rates in these circumstances. In the event you find the substitute unit not suitable the balance of your rent shall be refunded with no further liability.
- Re-booking or 'Rolling Over' (RO) your security deposit for a week the following year:** Email us to confirm your vacation week "in writing" for the following year. We will hold your deposit and use your previous year's rental contract as your binding agreement. We can hold, but cannot confirm your desired home/week until we have received the new homeowner's contract with their schedule of available dates. Your previous year's rental contract will be binding until we contact you and confirm your week. Once our homeowners confirm the availability for the following year, you will need to send a rental contract to hold your desired home and week. If the homeowner's contract and availability changes your vacation week and you request in writing to cancel, we will refund your 'roll over' deposit (see #3). If you do change your mind and decide that you would like your security deposit refunded, it is your responsibility to call us by December 1st prior to your vacation to receive a full refund.
- These are individual homes & must be treated with care & respect** - To keep your cleaning cost to a minimum please follow the "home care" list provided at each house. A list of what you will need to bring is listed on the back side of contract. Some families like to bring a DVD if home does not specify the type of TV service.
- Home Restrictions:** Don't exceed the maximum number of people & vehicles; it is your responsibility to ask if you don't know. Privacy & respect for neighbors must be maintained; No fireworks, loud music or late night activity. If there is a legitimate neighbor(s) complaint a partial deposit may be withheld. The State Parks have areas for group picnics, reunions, etc. If you have more than 2 vehicles, contact us for permission and home-specific parking provisions. RV's, cycles, 3 wheelers, tents, campers, motor homes, etc. are not allowed on owner's property. **No smoking** in homes. **Do not move furniture.** Restrict food/beverages to dining area only. No fires of any kind without owner approval. No children to be left unattended. Please don't flush foreign products down toilet. Plumber fees resulting from these types of issues (feminine items, soap, etc) may result in a deduction of your security deposit to cover the expense. **Damage:** report any damage, carpet spills/stains, etc. to an Agent of Lake Shore Rental Management immediately. Don't wait until Saturday when we are busy checking in families. Your vacation rental includes the house; it doesn't include exterior buildings or contents thereof, including, but not limited to golf carts, equipment, personal items, boats unless authorized in writing by the owner. You are renting only the house, you are not renting and may not use any other personal property that may be present. Neglecting any terms of contract will result in loss of deposit.
- No pets- in home or on premises** – this includes visitor's pets. "If" a home description mentions pets allowed you need an email from us confirming the owner Okays the pet. The pet MUST be listed on back of contract & our email consent or full deposit will be withheld. Pet is not be left unattended unless in your portable kennel. There is an additional pet fee, please inquire. **Nature's Creatures:** Remember we're surrounded by woods & water—along with nature's wildlife (coons, mice, bats, bugs, spiders, webs etc.). Our goal is for you to have an enjoyable week but we may need your patience since Mother Nature's creatures have a mind of their own.
- Agreement:** You, the booking person are the responsible party, and you have read the above, and you agree to inform all renters and guest that all renter's, visitors, and guests visiting agree to hold Agent harmless and to indemnify Agent and Owner from and against all liability and claims of liability for personal injury, death, property damage, or any other loss or damage which may arise in any manner from Agent's rental to third parties of Owner's property under this Rental Agreement. Your occupancy of the property constitutes your agreement to inform all of your guests and co-users of the property of all the terms of this contract and of the rules for use of the property. You agree for yourself and anyone using or occupying the property that the agent or home owner is not responsible for any damages or injury that may result from use of the rental premises. At the option of the Owner and/or Lake Shore Rental Management you may be responsible to the owner for any damage or any potential loss of income directly related to you booking the owner's home. These are privately owned homes. Some homes are new and some are described as older and rustic. Our hope is that you will have a great vacation so we'll do our best to help you find a home/location best suited for you. The home is rented 'as is'. No credits or refunds will be given. If something malfunctions, we will do our best to have it repaired ASAP. ****THE INFORMATION HEREIN IS BELIEVED TO BE ACCURATE BUT IS NOT WARRANTED**** Failure to abide by any of these rules and homeowner requests may result in an early departure, partial or complete loss of deposit. If you have suggestions, please write a note and we will share it with the owner. You are invited to the church of your choice. We do hope you have a great week! By signing any page, you agree to abide by all contents of this three-page contract.

Must Sign

Responsible Party Signature _____ Print Name _____ Date Signed: _____

Home _____ Week (Begin day and date/End Day and Date) _____

YOUR EMAIL ADDRESS: _____ pg 2 of 3

Home _____ Rental Week(s) (date) _____

No more than the maximum number of people allowed per rental cottage – check on website or call if you don't know. It is your responsibility to not go over limit of people home/premise accommodates. **Total Number of People overnight** _____

HOMES DO NOT ALLOW Pets unless stated in home description. If the house allows a pet the pet must be listed and permission granted in writing or deposit will be withheld and you will be asked to leave. Also no visitor pets, not even in yard. **List** _____

Cleaning fees are also subject to 6% tax. Families opting to leave homes clean have been an issue and we regret that this is not an option. To keep your cleaning fee to a minimum we have contracted the 'basic cleaning' service with a check-out list for you to follow on your departure. If you have questions, do not know the price, or don't have the 'check-out instructions' in your package or at the house feel free to call. Please refer to the last page of the contract for details on what to bring.

The rent, basic cleaning, plus 6% MI Use tax is due 6 weeks before rent week. Include home name and week in memo. Payments deposited as received.

Vehicles- If you don't know the total vehicles allowed, please inquire, otherwise parking space for 2 vehicles (trailer is considered 1 vehicle space). Some homes have more room for parking, inquire if you don't know. Total Number of Cars *must* not go over owner approved amount.

Day Phone: _____ Evening: _____ Cell Phone _____ EMAIL: _____

Make sure you have read and agree to terms of **both pages** of contract. By signing any page, you agree to abide by all contents of this three-page contract.

Must Sign

Responsible Person Signature: _____

Print Name: _____

Renter Address: _____

PLEASE NOTE: Prices and Home Information may change pending owner's annual contracts, please check with us to confirm website has current information. Weekly rentals are from Saturday to Saturday – unless otherwise specified. Check-in: 4:00 PM. Check-out: 10:00AM sharp. If no phone is mentioned, the cottage will not have a phone, bring your cellular phone. No fireworks are allowed. You will need all linens. Unless indicated, NO PETS, NO SMOKING. Contract/Deposit is necessary to HOLD. Deposit is not applied toward Rent payment. (Mich. Use tax is 6%. which is in addition to rent) Read and abide by all rental information to ensure deposit return. Neglecting terms of contract can result in loss of deposit. It should be noted that we are not in the Hotel/Motel business. These are private homes and should be treated with care and respect. This is greatly appreciated by the owners. Tenant agrees to allow Associates to show property to prospective buyers with a reasonable notice of 4-24 hours. Please leave the cottage clean, new renters will be arriving shortly. **Each home has a specified number of guests allowed & vehicles allowed.** For larger gatherings many parks are available, no more than one visiting family at a time, or inquire. Please check for annual price change, weeks available, confirmation. Contracts and Deposit due upon receipt of owner's contract to confirm availability. Realize that these are privately owned homes/cottages and like your home, things do need repair from time to time. We cannot be responsible if you discover something that has malfunctioned or is not working to your satisfaction. Also, Homeowners sometime change amenities without notifying us. We always do our best to resolve 'unanticipated problems' for you as quickly as possible. During these times 'we' work harder than ever and we may need your patience. This contract isn't meant to inconvenience you, but to ensure that the owner, you, your family, and the neighbors all have a nice experience.

The home descriptions have been provided by courtesy of the owners: If you have any questions or concerns please feel free to call.

All Mailings Including Deposits and Payments send to:

Lake Shore Rental Management LLC
1721 North 64th Avenue
Hart, MI 49420
(231)873-5173

Diane (231) 873-5173 home/office, cell number to be used only for emergency during rental week, 231.578.6778 (cell)
Email: diane@LRMvacations.com Web Site: www.LRMvacations.com

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Please make sure you have received a map to your house/cottage.

Call us a couple weeks prior to your vacation for key information and any last minute questions. The owner has placed any home specific instructions on the refrigerator.

What is Needed – What is provided

The owners provide mattress pads, blankets, bedspreads, pillows.

- You'll need to bring: sheets, pillowcases, all towels; kitchen and bath. There isn't a laundry service in the area and it would be unlikely that they could take care of the several homes we have in the amount of time given. In addition, linens accidentally get thrown in with family's laundry and by the end of the summer the owner is missing towels or sheets. Thanks for your understanding.
- You'll also want to bring **any soaps and paper products that you'll need for your personal use.** Examples: Extra toilet paper, paper towels, plastic wrap, foil, garbage bags, etc.
- ALL garbage MUST BE in **GARBAGE LINERS** before placing in Garbage Cans

Grills: If owner provides a grill please make sure to keep clean between each use! This is not the responsibility of the cleaning service, they will charge extra as it takes a lot of extra time to clean grills that haven't been cleaned all week.

- Charcoal Grills – you'll need to bring charcoal.
- Gas Grills – If you choose to grill out you may need to refill your tank or bring a portable tank from somewhere like Walmart or Meijer's. This is due to propane tanks not being turned be off and too often needing to be refilled. If you didn't bring a portable tank and wanted it filled, the following locations fill tanks; Some State Parks, Most Party Stores and Gas Stations. PENTWATER area: Cenzo's Grocery at the south end of Hancock and East on Sixth St. to second building. Hill and Hollow Trailer Park a couple mi. north of Pentwater on Hancock (turns into Bus 31). Jacks Trailer Sales 869-5033 north of Pentwater as you turn north on Pere Marquette Highway just it's on the right. HART/Silver Lake Area: BP Gas Station at the corner of 56th and Polk Road about 1 mile before the US31 Expressway. Excel Propane 873-0004 just east of the Hart US31 exit, ShopKo located just east of Hart exit US31, many gas stations and party stores swap out tanks.

If you have received written permission- (for those few homes that allow pets) make sure to bring a portable kennel and follow the contract. The best of pets can have caused damage when left unattended in a strange place. If the house doesn't allow pets your deposit will be withheld if one is seen on the premises (due to past abuse).

These are privately owned homes/cottages so please maintain them during your stay as if it were your own. If you spill something in frig, or floor, etc. please clean before it dries or stains.

Contracted Cleaning Service: In attempt to keep the cleaning cost down, the cleaning fee you paid is for 'basic cleaning' which includes basic weekly cleaning, sanitizing the kitchen and bathrooms, etc. It is possible for a cobweb, dust bunny, etc. to be missed occasionally as with all cleaning people, even us at our own homes. There will be a check out list upon departure (empty refrigerator items, remove garbage from house, leaving the house looking the same as you found it, etc.). We ask for your patience if you find something missed. If something major was missed that should not be overlooked, please call when you *first arrive* so we can send the cleaning team out immediately. We will not be responsible for anything *past your arrival day*. For those who are particular and detail oriented you may want to request the 'detailed cleaning service' but most everyone prefers basic cleaning which is sufficient and keeps your cost to a minimum, please inquire. The cleaning service has been contracted, there will be no cleaning credits but by calling us when you first arrive the cleaning person/team will be out shortly to clean anything major they may have missed. This helps ensure a clean house for you and less incidents by helping the cleaning teams know what they have missed so it won't happen again. This rarely occurs, but wanted to let you know their policy.

Please feel free to call or email if you have any questions, (231) 873-5173.