

2019 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. 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 for more home information if you have any concerns or special needs. This contract must not be modified. 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 day. 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. Please call a couple weeks prior to your vacation for your lock box number to house. If you plan to come in a day late or check out prior to the 10a.m. check out please let us know, 231.873.5173.

- 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 decide to cancel, the security/damage 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. We are not responsible for items you may have lost or left behind.
- Your Full Rent Payment (Rent as listed on website, fees, plus 6% Mich. Use tax) is due 6-weeks prior to your 'check in' date:** Call for the total. 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 full payment to be received at least six-weeks prior to the check-in date of your vacation. This gives us the necessary time to troubleshoot costly, last minute issues that do occur. Rent 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 your house is subject to being rebooked or a penalty of \$15 per week for each week that the rent is paid late up to a maximum \$75 to be deducted from the security deposit due to too many late payment problems. 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 \$75 processing fee) 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.** 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 and will be returned approximately 3 weeks after your vacation. The rent, fees and 6% tax must be included in your rent payment. Damage, extra garbage, 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 insufficient fund checks (including deposits, rent). Call if you haven't received your deposit refund by October following your vacation to make sure it wasn't 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 or will return your deposit. We cannot confirm the rates in these circumstances until we have received the owner's contract.
- Booking for next year:** Email us to request your vacation week "in writing" for the following year. We cannot confirm your desired home/week until we have received the homeowner's current contract with their schedule of available dates at which time, you will need to send a deposit and rental contract to hold your home and week. If your house/week is not available or price changes and you request in writing to cancel, we will refund your 'roll over' deposit. 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 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:** Loss of deposit applies. There is a no tolerance policy for not following the contract and rules. It is your responsibility to ask what the rules are if you don't know, including the maximum number of vehicles and people (which includes visiting guests and their vehicles) allowed at the home at any one. This is listed on the home's webpage or call. Privacy & respect for neighbors must be maintained. No fireworks. No loud music or late-night activity inside or out after 10pm quiet time. If there is a legitimate neighbor(s) complaint 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. If not stated in the home's web page description. 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) will result in a deduction of your security deposit to cover the expense. **Damage:** Report all 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 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. Due to past abuse, neglecting any terms of this contract will result in partial or full 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 to 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: _____

Home _____ Rental Week(s) (date) _____

Check website or call on total number of people house accommodates (including guests and visitors) – **Total Number of People overnight** _____ check on website or call if you don't know. **It is your responsibility to not go over limit of people home/premise accommodates.** HOMES ARE INTENDED ONLY FOR THOSE LISTED ON THE CONTRACT. THERE MAY BE NO MORE PEOPLE IN THE DWELLING THAN THE TOTAL NUMBER LISTED ON THE OWNER'S WEB PAGE DESCRIPTION. FAILURE TO COMPLY WILL RESULT IN AN EARLY DEPARTURE AND THE FORFEITURE OF THE DEPOSIT. VACATION AREAS HAVE BEEN IMPLEMENTING SHORT TERM RENTAL ORDINANCES AS TO THE TOTAL NUMBER OF PEOPLE ALLOWED IN EACH DWELLING ACCORDING TO SQUARE FOOTAGE, AND NUMBER OF VEHICLES ALLOWED TO PARK (SEE GOLDEN TWP AND SEVERAL OTHERS). THIS IS PARTLY TO ENSURE THE NEIGHBORHOOD INTEGRITY WITH NOISE AND TRAFFIC AS WELL AS MINIMIZING THE WEAR AND TEAR TO THE STRUCTURE ITSELF. It's important to NEVER go over the limit of people or vehicles owner allows!
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 forfeited and you will be asked to leave.** Also no visitor pets, not even in yard. **List** _____

Rent and fees are subject to 6% tax. Families opting to leave homes clean have been an issue and we regret that this is not an option. Owners are to do a complete 'spring clean' and houses ready for summer enjoyment! 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. They have been contracted to clean. We are unable to give any 'cleaning credits' but Upon arrival if you are unsatisfied with the cleaning call us right away and they will return to ensure the house is clean for you. This makes the cleaning service accountable and helps them to see what they are missing. 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. Home/Office 231.873.5173, Diane's cell, 231.578.6778. Please refer to the last page of the contract for details on what the owner provides and what you will want to bring.

PAYMENT DUE DATE: 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. Please refer to #2 on the first page for more details.

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 limit.**

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. Most Weekly rentals are from Saturday to Saturday – unless otherwise specified. Inquire or check the website if you don't know the correct 'begin and end' days. 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). You agree to 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.. Cleaning Service time is limited. Please leave the home looking as you found it; neatly Picked up, beds made, garbage instructions are at ea. home. New renters will be arriving shortly. **Each home has a specified number of guests allowed & vehicles allowed.** Many parks are available for larger gatherings that go over the limit of people that the home accommodates. 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 guarantee a household item won't malfunctioned or an issue arise that needs attention but we will do our best to quickly resolve the issue. We cannot give credits without owner approval. 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

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 as well as our information with garbage instructions, etc.

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, or the local convenient stores. This is due to propane tanks not being turned off too often needing to be refilled. We ask that whoever has to remove an empty tank to pay it forward by refilling that tank for the next guests to use. We cannot take responsibility for keeping the tanks full over the summer and apologize if they are empty upon your arrival. Unless owner consents, we do not reimburse for the refilling/exchanging of the tanks. 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 and 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, no cleaning credits can be given, **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 future 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.

This contract 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). It is important to remember that your home description lists a maximum number of people (and vehicles) that the home accommodates, this includes visitors. For larger gatherings than the maximum the home accommodates you are welcome to enjoy the picnic area at the parks. With vacation homes being so popular several tourist townships now have a rental ordinance that we all must adhere to. **Please feel free to call or email if you have any questions, (231) 873-5173.**