



SITE #1184

We are looking forward to having you stay at our home. If you have any questions or concerns you may contact us at:

*Tommy (mobile) 540-529-7332
(work) 540-389-8990
Kristy (mobile) 540-525-0348
Home – (540) 776-1596*

Getting Into the House:

We have a combination lock on the front door (door facing street, not the first one you come to as you walk up the steps) the combination is _____

Golf Cart:

We have a 2nd combination lock under the steps in the beach chair storage area. That combination is _____ and that gets you into the golf cart storage area and also has a key to the cart. Please make sure the cart storage area remains locked. The golf cart must be charged each night. When the cart is plugged in the needle on the cart will move to the far right. When the cart is fully charged it will be on the left. Do not unplug the cart until it is fully charged.

Check In / Check Out

Check-in time is 3:00 and check out is 10:00. The cleaning service places a green tag at the steps when they are finished and the house is cleaned. Please do not leave cars at site or enter until they are finished.

Wireless Internet

The name of the wireless network is: Site#1184, the password is: _____

Other Items:

You will find the following enclosed, please let me know if you have any questions.

- 1) A list of what our cleaning service provides and what is expected if departure cleaning is to be personally done. Please let us know ASAP if you do not find any of the items completed at check-in.*
- 2) Ocean Lakes Rules and Regulations for site and golf cart*

Cleaning Services

Our Cleaning Service provides the following. If you decide not to hire the service (fee \$150) and to personally clean the house each item is expected to be completed in order to have security deposit returned. In order to use the service you must make arrangements in advance or let us know the Wednesday before checkout.

If you find any of the above items not completed at check-in please let me know at check-in and I will have the cleaning service revisit the house.

Kitchen:

- 1. Wipe countertops.*
- 2. Wipe microwave and other small appliances.*
- 3. Wipe down stove and be sure oven is clean.*
- 4. Wipe sink and faucet.*
- 5. Wipe refrigerator inside and out.*
- 6. Empty dishwasher and wipe outside.*
- 7. Wipe cabinet doors.*
- 8. Sweep and mop floors.*
- 9. Dining table cleaned.*

Bathrooms:

- 1. Wipe vanities and mirrors.*
- 2. Clean toilets.*
- 3. Wipe cabinet doors.*
- 4. Clean bathtubs/showers and be sure they are free of dirt and soap scum.*
- 5. Clean sinks and faucets.*
- 6. Floors are cleaned on hands and knees-not mopped.*

Bedrooms/Living Room:

- 1. Furniture dusted.*
- 2. Bed covers checked for stains.*
- 3. Mirrors cleaned.*
- 4. Fans cleaned.*
- 5. Windowsills wiped.*
- 6. Drawers and under beds checked for trash or left items.*
- 7. Floors vacuumed or swept/mopped.*
- 8. Sofa/chair cushions checked for sand/crumbs.*

Miscellaneous:

- 1. Carport and deck blown.*
- 2. Doorknobs, phones, etc. wiped with germ killer.*
- 3. Checked for damage.*
- 4. Glass doors cleaned.*
- 5. Outdoor tables wiped and furniture put in place.*

PARKING PASSES

You can download the EXPRESS CHECK-IN FORM at:

<http://www.oceanlakes.com/lodging/ExpCIForm.pdf>

After downloading, please complete the information and mail with the appropriate fee to:

Tommy Joyce, 2862 Fairway Forest Circle, Salem, VA 24153

I will sign the form and mail to Oceanlakes. They must receive the form 14 days in advance.

As a second option:

I can call Oceanlakes and place your name with the site. When you arrive, go to the front desk and inform them you are staying at Site #1184. They will allow you to purchase the pass at that time

RULES AND REGULATIONS

WEEKLY RESERVATIONS begin 3 PM Saturday and end at 10 AM the following Saturday.

CHECK-IN is on Saturday 3 PM. Please plan your arrival according to the hours of check-in, All final payments must be **PAID IN FULL** 30 days prior to check-in date (except for last minute reservations). \

CHECK OUT by 10 AM no exceptions!. We ask our guests to prepare the Unit for departure by ensuring the Unit is left in a clean and orderly fashion for the next guest. A \$50.00 per hour late charge will be charged for late departures.

A DEPOSIT of \$300 within 14 days after making reservation, time permitting. This may be paid by **CHECK or MONEY ORDER**). Please make checks payable to Tommy Joyce. Balance, including sales tax and accommodation tax on total rent, will be due 60 days prior to check-in day.

SECURITY DEPOSIT: Security Deposits may be held on by personal check or a money order. You will receive your full Security Deposit back if the unit is left undamaged. Unit requires a \$300.00 Security Deposit, Please allow up to 21 days for your Security Refund if it was paid by check.

CANCELLATION POLICY: If reservation is cancelled 30 days prior to your arrival date, We will retain 15% of the Gross Rental Fee. The balance, if any, will be refunded to you. If you cancel your reservation less than 30 days prior to your arrival date, refuse rental property or do not show up, We will retain the total amount paid No money will be refunded. **THERE WILL BE A \$35.00 CHARGE FOR ALL RETURNED CHECKS.** We reserve the right to discontinue occupancy, if, in Ocean Lakes Security's opinion, it is detrimental to premises.

GROUPS AND HOUSE PARTIES: WARNING – WE RENT TO FAMILIES AND RESPONSIBLE ADULTS ONLY – MUST BE AGE 25 OR OLDER. We do not rent to house parties and/or groups including but not limited to fraternity, high school graduation, spring breakers, or other non-family groups to be determined at our sole discretion. Chaperoned religious organizations are allowed with advance approval. Any violation will result in termination without refund.

UNIT is completely furnished except for linens, paper towels, kitchen towels, toilet paper, soap, washing detergents, coat hangers. We do NOT provide these items. Beds and furniture are **NOT** to be moved from room to room. **NO FIREWORKS** of any kind are permitted on Ocean Lakes Family Campground property.

PET POLICY: ABSOLUTELY NO PETS ALLOWED in any rental property! (Pets are permitted at campsites only.)

PARKING RESTRICTIONS: Parking is limited to 5 cars. A parking pass may be purchased at a cost of \$3.00 per day. For those units that have cars that exceed the limit allowed, those cars must be parked in the over flow parking area adjacent to the Main Gate or designated area. Please check with the front desk. Campers and motor homes are not allowed to be hooked up or used on any rental property. The riding of motorcycles within the campground is strictly prohibited. Motorcycles must be on a trailer, pushed or towed to your unit or parked in the designated area.

MAINTENANCE: All equipment in the unit should be in working order. Please report any inoperative equipment to Tommy Joyce, 540-529-7332! We will make every reasonable effort to have the repairs made as soon as possible. Under no circumstances will any refunds be made for mechanical failure of dishwashers, disposals, TV, washer/dryer or other small appliances. All service requests will be handled within a 24-hour period. Those service requests received after 5 PM may not be handled until the next day. **(EXCEPT FOR EMERGENCIES).**

LOCKED UTILITY SHEDS & CLOSETS: We maintain a locked shed and owner closet for storage of personal possessions. Please respect these locked closets and sheds.

Golf Car Policies:

- You must be at least 16 years of age and possess a valid driver's license or permit to operate a golf car in Ocean Lakes.
- Golf car operators are responsible for any damage to personal property or injury to individuals that result from accidents involving that golf car.
- Golf cars must be operated properly and safely and driven on roadways only.
- Do not drive golf car through campsites, on the beach, or in other restricted areas.
- Reckless driving, racing, or horseplay will not be tolerated.
- Golf cars are not to be operated during quiet hours, 11:00 PM - 7:00 AM.
- Golf cars can carry a maximum of five people.
- Golf cars operating after sunset must have the lights turned on.

Any violation of golf cart rules will forfeit all security deposits (house and golf cart deposit)

Ocean Lakes Policies & Information:

- Quiet hours: 11 PM to 7 AM.
- 10 MPH speed limit throughout campground - strictly enforced.
- No motorcycles and no 2 and 3 wheeled gas operated vehicles inside the campground. Gas golf cars are not allowed. Electric scooters are permitted.
- All bicycles and golf cars operated after dark must have lights(s) turned on.
- All visitors must register at the Main Office before entering the campground.
- All visitor passes are \$3.00 per day per vehicle.
- A parking permit is required inside Ocean Lakes. If you park in the overflow parking lot, a permit is still needed and can be obtained at the Main Gate or Main Office.
- Boats are not permitted in our lakes. Please fish from the banks only, no wade fishing.
- No vehicle parking on the beachfront overnight (beach side of the street).
- Vehicle (not to include golf cars) parking restrictions may apply IN-SEASON on beachfront between 7 PM and 7 AM.
- All trailers (utility, motorcycle, boat, etc.) must be on your site or placed in short term storage. Contact Security at 843-828-4847 for more information.
- Ocean Lakes requires insurance on any vendor/sub-contractor. Please contact Compliance at 843-828-4853. After hours - contact Security at the Main Gate at 843-828-4847.
- No fireworks or firearms are allowed in the campground.
- Glass bottles and campfires are not allowed on the beach.
- Please secure your valuables (bikes, scooters, skate boards, coolers, etc.).
- Families only please.
- Consumption of alcoholic beverages by adults over the age of 21 is permissible at your site only!
- Main entrance gate is open 24 hours.
- 24 hour security patrol on-site.
- "For Sale" signs are not permitted or any sign implying such.
- Watch Channel 10 to keep up-to-date with Ocean Lakes information and activities (it airs at all sites in Ocean Lakes).
- On the day of departure you do not need to turn in your car pass.
- In case of an emergency, **Dial 911**, then dial 843-828-4847 (the Ocean Lakes Main Gate), so an Ocean Lakes vehicle can escort the emergency vehicle to the proper location.