

Rental Policies:

Payment of Rent

Rental payments may be paid in full at time of reservation or paid by making an Advance Reservation Payment of a deposit equal to 1/2 nights lodging. The Advance Reservation Payment must be made within 10 days of the reservation to confirm your stay. The remaining balance must be paid within 21 days prior to your arrival. Amount paid will be credited toward your total rental amount. We accept cash, personal checks, traveler's check, bank money order, and credit card. When paying by credit card, your card will be charged the date your reservation is made. By accepting the reservation and making payment by credit card, you are hereby agreeing to the credit card charge, making it legal and binding and a signature is no longer needed. A \$40 charge will be added on all returned checks. A credit card must be provided in the case of any damages assessed to your account after departure.

Cancellation

A \$100 – \$200 cancellation fee will be charged on all cancelled reservations. Any Advanced Reservation Payment will be refunded except for the Cancellation Fee if you notify us of the cancellation 45 days prior to your arrival date. If you do not cancel your reservation within these dates, your Reservation Payment will be forfeited. **No refunds will be given to units reserved 1 year or more in advance.** Exception: for group bookings (3 or more units) a 90day advance notice of cancellation, less a \$100 – \$200 fee per unit. In the event of a NO SHOW, 100% of your reservation will be charged. You may request trip insurance at the time of your reservation to avoid total forfeiture of your Reservation Payment(s).

Check In Time 4:00 PM CST (Onsite Office available)

Early Check In is available based on availability as early as 12:00 p.n. CST at 50% of the daily rental rate. In some cases, access to your unit may be unavoidably delayed due to cleaning or issues with maintenance. No discounts will be offered due to a late Check In.

Check Out Time 10:00 AM CST

Late Check Outs are available based on availability up to 12:00 PM CST at 25% of the daily rental rate. Please review the Check Out Procedures located in the Guest Book at the property prior to your departure. **No refunds will be given for early departures.**

Weather

Vickery Resort will not refund rents or deposits due to cancelled or shortened stays because of weather. Departures due to weather do not warrant refund of rent or deposit.

Housekeeping

The property is stocked with an initial supply of paper products, hospitality items, dish detergent and laundry detergent. Please bring your own beach towels. Do not remove towels, sheets, blankets, furniture, or any other items. You may request daily housekeeping service for an additional fee. Please review the Check Out Procedures located in the Guest Book at the property prior to your departure.

Housekeeping Issues

Your unit will be thoroughly cleaned before your arrival. If you are not satisfied with the condition upon check-in, please contact our office immediately and we will address any issues during your stay. If we have not heard from you during your stay, we will assume you found your unit in acceptable condition and no refunds will be issued after check-out. We ask that you leave your property in the condition that you found it; this includes, but is not limited to, the placement of interior and exterior furniture. If excessive wear and tear is found on the property, or additional cleaning is necessary due to spills, trash left onsite, unclean dishes, stains or excessive pet hair on furniture, flooding, or linens, you authorize Vickery Resort to bill you for additional cleaning fees, replacement costs or repairs.

Maintenance Problems

Report any maintenance problems immediately to Vickery Resort at (417) 334-4687. Please do not leave windows or doors open if the furnace or the A/C is on. Our staff works very hard to make sure that your stay is happy and comfortable. However, there are a few things that are beyond our control. Vickery Resort cannot guarantee air conditioners, TV's, cable, VCR's, electronics, or appliances including any loss of utilities: electrical, water, cable, or phone services. While rare, all pools/hot tubs are subject to temporary closing due to extenuating circumstances. There will be no refunds for these unforeseeable breakdowns or for issues reported after check-out. Please notify our office at once concerning any problems and we will have the repairs made as quickly as possible. Please allow 24 hours for the cooling of the refrigerators and air conditioners. During the peak season, primarily on "Check-In" days, the refrigerator has been opened for lengthy periods due to guests removing food and the cleaning by the cleaning staff. Please be patient and open the door as infrequently as possible. Please do not leave windows or doors open if the furnace or the A/C is on.

Pest Control

All our properties have regular pest control done by a professional company. You will be visiting the Ozarks where wildlife and insects are abundant. Please report any issues to Vickery Resort at 417-334-4687. Refunds will not be issued for the presence of insects.

Agent for Owner

Vickery Resort serves as the agent for the owner of the rental property.

Right to Change Rental Accommodations (Substitution):

We reserve the right to substitute comparable accommodations without prior notice or liability in the event of a sale of the rental property, or if the property becomes unavailable due to maintenance or other problems. We cannot guarantee a specific rental property in the event of unforeseen circumstances which could render the property to be unsafe or not inhabitable. We will make every effort to contact you should this happen. When comparable accommodations are not available, guests will have the option of selecting from available properties at the comparable published rate or receiving a complete refund.

Property Rules and Regulations

Please read all rules and regulations governing the use of the property. Failure to comply can result in eviction. Please review the Guest Book located at the rental property for your convenience. If evicted for not following the rules, it will result in forfeiture of all rental payments and deposits.

Water Recreation

Guests acknowledge that water related activities have inherent risks and dangers. Therefore, any all guests engaging in water activities, including but not limited to the use of a pool, hot tub, boat slip/swim deck, floatation devices, slide and/or water sport equipment, etc. are required to educate themselves and all participants, including minors on the proper use, rules, laws, etc. related to water sports and/or water recreation. Thereby, all participants release Vickery Resort exempt from liability for personal injury, property damage or wrongful death caused by negligence or any other cause.

Pets

Only in designated "Pet Friendly" properties will pets be allowed. A maximum of 2 trained pets less than 70 lbs. are permitted in pet friendly properties only. A \$100 pet deposit is required. If any damages or any extra cleaning occurs, then the renter will be held responsible. If any pets are found in non-pet friendly properties, it will result in Eviction and the forfeiture of all rental payments and deposits are not refundable.

Smoking

No smoking will be permitted in nonsmoking properties. If you smoke in a non-smoking unit, you will be held responsible for the charge to deodorize and clean the carpet and furniture in the rental property in addition to a \$250.00 fine. Smoking allowed only in outside areas,

Key or Code Policy

Make sure all doors to the property are locked when you are not at the property. Any lost key will result in a charge for rekeying the entire rental property. If you lock yourself out of the unit call (417) 334-4687. A lock out fee of \$50.00 will be charged to you. The key to the rental property must be placed back in the lockbox if one is available or at the office at time of your departure.

Maximum Number of Guests

The maximum number of guests will be based on the governing authorities recommended maximum occupancy guidelines for that location. Guests who exceed the maximum will be charged \$10 per person per day, age 5 and under is FREE. No Subletting. The rental property may not be a sublet. Your reservation is not transferable to any other party.

Minimum Age Requirement

No units will be rented to anyone under the age of 21. A parent or guardian must accompany anyone under this age, and the parent or guardian must be staying in the unit at all times. Reservations made under false pretenses of any kind will result in eviction and the forfeiture of all rental payments and deposits. No Underage Drinking/Firearms/Drugs. If Vickery Resort is made aware of any underage drinking, firearms, or drugs on the property it will be reported to the authorities and will result in eviction and the forfeiture of all rental payments and deposits.

Attorney's Fees

In the event that we engage legal counsel for the enforcement of any of the Rental Policies, whether such employment shall require institution of suit or other legal services required to secure compliance on your part, you shall be responsible for and shall promptly pay to TC Blackman Condo Management Company LLC the reasonable value of said attorneys' fees and court costs. This transaction shall be governed by and construed with the laws of the State of Missouri, and venue for any cause of action arising out of or in connection with this transaction shall solely be in Taney County, Forsyth, Missouri.

Fines

Vickery Resort reserves the right to assess a minimum fine of \$50 to the card on file for infractions or behavior not in compliance with the policies and rules. By booking a reservation with us, you are stating you have read, and fully understand and agree to the Rental Policies and Property Rules provided.

Travel Insurance:

Vacation Rental Insurance has been made available with your reservation. Vacation Rental Insurance provides coverage for the loss of prepaid, non-refundable expenses due to certain unforeseeable circumstances that may jeopardize your vacation investment and force you to incur unplanned expenses. Trip Cancellation and Trip Interruption coverage is available for events such as a sickness or injury of yourself, family member or traveling companion; flight delays due to adverse weather; interruptions of road service; terrorist acts; and mandatory evacuations. The plan also includes other valuable coverages such as Medical and Dental, Baggage, and Emergency Assistance and Transportation in addition to useful services such as identity theft, concierge and 24/7/365 emergency assistance. We strongly recommend you purchase this valuable protection. Additional terms and conditions apply; please read your Description of Coverage/Policy carefully and contact Generali Global Assistance at 866-999-4018 with coverage questions. See [Plan details](#) The plan cost includes the travel insurance premium and assistance services fee. Travel insurance coverages are underwritten by: Generali U.S. Branch, New York, NY; NAIC # 11231, for the operating name used in certain states, and other important information about the Travel Insurance & Assistance Services Plan, please see [Important Disclosures](#) .

You can review the Description of Coverage or Insurance Policy here: Travel Insurance (Guest Protect GR330): Travel Insurance Policy, Certificate, and Description of Coverage Download

Damage Insurance

As a part of your stay, you may purchase a Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to check-out. If purchased, the policy will pay a maximum benefit of \$1500. Any damages that exceed \$1500 or are not covered under the plan will be charged to the credit card on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1500. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage. View complete [Plan Details](#). (G-201VRD):

<https://www.generalipartner.com/plan-documents/gr201vrd-1500-100>. The plan cost includes the insurance premium and assistance services fee. Insurance coverages are underwritten by: Generali U.S. Branch, New York, NY; NAIC # 11231, for the operating name used in certain states, and other important information about the Travel Insurance & Assistance Services Plan, please see [Important Disclosures](#).

Noise

Each person shall have due regard for the comfort, convenience, and pleasure of the other occupants of the community. In this connection, no person shall commit nor permit the permission of any nuisance, including, but not limited to, the making of excess noise, playing of stereos, televisions, radios, or any other noisemaking or entertainment instrument at a volume which Vickery Resort, in its sole discretion, deems excessive. No person shall commit or permit in or near his unit, any act or carry on or permit the carrying on of any activity which is in violation of any state law, city ordinance, or the law of the United States.

Security of Personal Property

Vickery Resort is not responsible for any acts of vandalism or theft, or other damages to personal property or for personal items left by a guest in the rental property after check-out.

Vickery Resort will not discriminate against any individual because of race, color, religion, sex, age, national origin, or disability.

Contact Us if you have any questions related to our rental policies.

Please email signed policy to info@vickeryresort.com or return at Check In.

Print & sign name include Condo # here: _____