

# RELAX & CO

CARETAKING, RENTALS, CONCIERGE

## Relax & Company Rental Agreement Addendum "A"

*\*This document in addition to the Relax & Company rental agreement, hereby included by reference, constitute the entirety of the terms for all rental agreements executed by Relax & Company.*

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### Where to find us:

The Relax & Company rental office is located at 114 East Main Street in Bradford, New Hampshire, 03221.

Our staff can be reached by phone at (603)-526-2436 or by email at [Info@relaxandcompany.com](mailto:Info@relaxandcompany.com) during normal business hours.

Items to be mailed to Relax & Co. should be sent to:

Relax & Company  
120 East Main St.  
Bradford, NH 03221

### Reservations:

#### Payments:

Relax & Company accepts Visa, MasterCard, American Express. We will also gladly receive payment by personal check, money order, bank or ACH check. Relax & Company reserves the right to automatically charge the card on file within 24 hours of notifying you of an outstanding due or past due balance. Failure to make scheduled payments when they are due may result in the automatic cancellation of your reservation. Any refunds due will be paid according to Relax & Company's cancellation policy.

Please make all checks payable to:

Relax & Company  
120 E. Main St.  
Bradford, NH 03221

### **Payment Schedule:**

Your total is due and payable to Relax & Company in the following installments.

**1st installment** in an amount totaling half (50%) of the total reservation amount, will be due immediately upon confirmation of your booking.

The remainder of the total balance will be due no later than 90 days prior to the beginning of your stay. For Reservations made less than 90 days in advance the entire amount is due upon confirmation of your booking.

### **Cancellations & Reservation Charges:**

Should Guest(s) decide to cancel this rental, for any reason, the following refund schedule shall apply.

Bookings can be changed or cancelled within 7 days of Relax & Company receiving your initial deposit with no penalties or additional charges. We will refund 100% of your deposit to you if applicable. Changes made after the initial 7 days, will be subject to our cancellation policy. Any bookings made and cancelled within 60 days of arrival are exempt from the 7 day grace period. These rentals are final and Guest(s) will forfeit all funds in the event of cancellation. If you need to cancel your reservation, please notify us immediately in writing. We will attempt to re-rent your vacation home. If we are able to do so at full rental rate, you will be returned all monies paid less a \$100 Cancellation Fee. We may be able to re-rent your vacation home but at less than the full amount of your reservation. In this event, your refund will be prorated to reflect the difference of the lower rental rate and the \$100 Cancellation Fee still applies.

Cancellations within 90 days of your arrival date will most likely result in forfeiture of 100% of your rental fees. If you are staying in the same vacation home, but just need to adjust the dates, please contact our office immediately. A reservationist will confirm whether or not the new dates are available and adjust your reservation accordingly. A fee of \$100 will be assessed to cover the necessary changes, once the dates have been confirmed.

The **Guest(s)** shall be responsible for Landlord's costs and reasonable attorney's fees which may be incurred by Landlord or his/her Agent as a result of **Guest(s)** breach of any of the terms of this Agreement, or by Landlord's enforcement of any of the terms and conditions herein.

### **Check-In Procedures:**

Prior to the day of your arrival you will receive an email from Relax & Company with information on finding and accessing your rental including the address, key location (or door code depending on the property). Standard check-in time is 3 pm. We do offer some limited availability for early check-ins for a fee of \$95.00. Early check-in time, if available, is 12:30 EST. We will do our best to accommodate guest requests for an early check-in, but we never guarantee any rentals are available prior to 3pm. Guests who anticipate their arrival to be beyond normal office hours will be provided with late check-in procedures on or before the day of arrival.

The **Guest(s)** should inspect the rented property, inside and out, within 24 (twenty-four) hours after taking occupancy and report any problems, broken items, etc. to Relax & Co. to make arrangements (if needed) to remedy the issue. Any unreported repairs, broken items, etc. that are discovered by the Landlord(s)/Landlord(s) agent, will be assumed to be caused by the **Guest(s)** and remedied at the **Guest(s)** expense. In the event the **Guest(s)** discover problems or repairs, etc., the Landlord's Agent **must** be notified immediately.

Things you will need to bring:

All of our rentals are equipped with the basic things you will need for your vacation, but there are a few things you'll need to be sure you have with you.

- Extra toilet paper - there is one roll of toilet paper provided to you in each bathroom.
- Beach towels - our linen and towel service includes bath towels, but these are NOT for the beach, please bring your own.
- Dishwasher/dish soap and laundry detergent - There will be a few pods provided to you as well as dish soap and a clean sponge, just to help get you started.

#### **Check-Out Procedures:**

Standard check-out time is 10:00 am. We do offer some limited availability for late checkouts for a \$95 fee. Late check-out time, if available, is 12:00 Noon EST. Please be respectful of the guests coming in after you. If you're going to be late checking out, please let us know. In many cases, our housekeeping and maintenance staff will be on their way at 10:00 am. We have the right to charge you \$150.00 per hour for every hour that you are late checking out of the rental. Please do a once, twice, and thrice over of the property to be sure that you have not left anything. We are not responsible for items left behind. If you do forget something, we will do our best to find it and ship it back to the address on file and charge the credit card on file. All keys must be left under the front door mat at the time of departure. Lost or stolen keys will result in a \$25 fee and will be charged to the guest.

The property shall be returned to Relax & Company in a generally clean condition. All furniture shall be arranged in its original place, dishes shall be clean and stored accordingly, all bedding shall be left in good order and all beds shall be stripped (please leave mattress protector on) and soiled linens and towels piled together for housekeepers to retrieve. Trash must be left in the designated area specified by the instructions onsite. Excessive trash will result in fees charged to the guest. Failure to follow the instructions regarding trash may result in fees charged to the guest. Please contact Relax & Company with any questions or concerns if you are unsure what to do with trash. Any damages must be reported to Relax & Company at or before the time of departure.

## **Rules & Regulations:**

### Federal Fair Housing:

Relax and Company proudly complies with all Federal Fair Housing requirements.

### Damage Waiver Protection:

The majority of Relax & Company's vacation properties do not require a refundable security deposit, instead we include a \$147.00 damage waiver protection fee. This covers us in case something happens. We offer this in lieu of a Security Deposit that you would have to wait to be returned to you after your departure. The flip side of this is that if you damage something, it's a pain in the rear to go through the repair and claims process. So, to compensate us for our trouble we will charge you a convenience fee if we have to file a claim on any damages you or your guests cause. So, don't damage our rentals! The damage waiver protection covers accidental damage and does not cover intentional damage. Any damage or accident not covered by the policy will be the responsibility of the named party in the rental agreement.

Details on damage waiver:

\*The full policy can be furnished upon request.

The damage waiver protection plan covers unintentional damages to the rental unit's interior that occur during your stay, provided they are disclosed to management prior to check out. The policy will pay a maximum benefit of up to \$5,000. Any damages that exceed the coverage amount, will be charged to the credit card on file. If during your stay at one of our properties, one of the guests in the property causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the guest will reimburse the Company for the cost of the repair or replacement of such property. Certain terms and conditions apply.

### Security Deposits/Damage Deposit:

Occasionally, there are homes which do not qualify for the accidental damage protection. Those homes require a Refundable Security Deposit of \$1,000.00 or more. In that case, we will require payment of the Refundable Security Deposit no later than 48 hours prior to your arrival. Security deposits will be refunded and mailed to your address on file by company check within 30 days of your departure.

Smoking is prohibited inside any of the properties represented by Relax and Company. Smoking inside any rental property will be considered grounds for eviction, forfeiture of all monies paid toward your rental, and may incur significant additional cleaning charges.

Other reasons we may keep your security/damage deposit:

- If you've been evicted by the Owner, local law enforcement, or Relax & Co. staff.
- If you remove any furniture or any other item from the rental.

- If you leave stains on carpets, furniture, or any other surface.
- If you cause damage to any of the exterior of the property, this includes pet droppings not properly disposed of.

*\*Please note that Landlord's homeowners insurance does not cover Guest's personal possessions. Travel insurance is recommended and can be purchased through Relax & Company at the time of your reservation.*

*\*\*Any and all damages must be reported to Relax & Company at or before the time of departure to qualify for coverage by the Damage Waiver\*\**

### **Occupancy/Overcrowding:**

Relax & Company advertises a set occupancy for each rental property based on septic design, square footage, and number of beds provided by the property owner. There is no time when overnight guests should exceed the bedding accommodations provided with the home. Overcrowding is a serious situation and is grounds for immediate eviction. Please do not jeopardize your family and friends' vacation by overcrowding. If you need to rent a second home to allow for the extra members in your group, please do so. Tent camping and/or pop up campers are not allowed on any property without prior consent of the owner.

**Guest(s) may not** assign this rental agreement or sublet the premises or any part thereof, without the prior written consent of Landlord's Agent.

### **Day Guests/Gatherings:**

Relax & Company understands that a big part of vacationing is entertaining family and friends. However, we caution you to be aware that restrictions do apply. First, make sure to follow any rules/restrictions published for the condominium or homeowner association where the rental property is located regarding the maximum number of guests allowed as well as parking restrictions. You may request a copy of those rules when you book your reservation. Second, some owners do not want their property overused and will restrict the number of day guests allowed at the property. Day guests are to respect common courtesy hours and can arrive after 9am and must depart by 9pm. At no time are house parties, family reunions, or other large gatherings allowed without prior written consent from Relax & Company who will contact and discuss approval with the homeowner. Please advise our vacation specialist if you wish to host a gathering when you book the reservation. If it is not possible to accommodate your gathering directly at the rental property we can assist you in securing a facility for your group.

The Landlord/Landlord's Agent is not liable for any property damage, to the Landlord's property or the Property of **Guest(s)** or **Guest's** invitees, or any other party. The Landlord/Landlord's Agent is not liable for any injury caused by **Guest(s)** or **Guest's** invitees, or any other party, which may occur on the rented premises. **Guest(s)** shall assume strict liability on behalf of minor children or any other party occupying the rental premises during the period of occupancy. **Guest(s)** agree to carefully monitor and supervise the activities including, but not limited to, swimming, boating and dock use. **Guest(s)** agree to hold the owner of the property and agent of

said owner, harmless from any and all liability for any accident that may occur to the occupants, guests or any other party having use of this property and their personal property.

#### **Traveling with Pets:**

Many of the homes Relax & Company represents welcome your dog to vacation with you. In most of those homes, pets are limited to two domestic, housebroken dogs. Let us know when making your reservation if your dog is coming along and we'll help find the perfect pet friendly home. If pets are allowed on/in the property, and you are intending to bring a pet with you for your stay, a pet fee will be added to the rental total. Dogs must be kept off of the furniture and beds at all times. **Guest(s)** are responsible for cleaning up all dog messes on the property and disposing of them properly. **Guest(s)** are responsible for repairs or additional cleaning, if any, required to the property as a result of the pet and will be remedied at **Guest(s)** expense. Undeclared pets or pets in non-pet-friendly homes, are strictly prohibited and may result in additional fees and/or eviction. Eviction will result in the **Guest(s)** forfeiture of any and all monies paid toward your rental. Day guests are not allowed to bring their pets regardless of whether the property is pet friendly or not.

#### **Residential Parking:**

**Guest(s)** vehicles may be parked in the appropriate area. No vehicles may be parked in the yard or on the road. If damage occurs due to improper parking of vehicles the person whose name appears on the reservation will be held financially responsible for any damages.

#### **Boat Trailers:**

Parking of boat and similar trailers may be prohibited in some neighborhoods/properties. Check with your reservationist to see if there are any restrictions for the property you are renting.

#### **Fireplaces/Fire Pits/Fireworks:**

Some of our homes have fireplaces. No outdoor fires are allowed unless they are in a specifically designed fire pit with a fire permit issued by the local fire department that is provided by the owner. Firewood can be provided by Relax & Company for an additional fee. Fireworks in, and around, all homes are prohibited.

#### **Etiquette:**

**Guest(s)** are entitled to reasonable enjoyment of the property. Any acts which preclude neighbors of enjoying the same, may be grounds for immediate eviction and forfeiture of all monies paid toward your rental. Please be aware that the water magnifies and carries sounds across coves and down shorelines. Please keep outdoor noise to a reasonable level, keep dogs from excessive barking, and watch the use of radios, etc. when outdoors. Even if you cannot see your neighbors, they can probably hear you.

## **Amenities:**

### **Mid-Stay Cleaning:**

Relax and Company is glad to offer mid-stay cleaning services to spruce up the property during your stay for an additional fee. If you wish to schedule a mid-stay cleaning or just a quick tidying up, please let us know at the time you book your rental or call us with as much notice as possible so we may accommodate your needs.

### **Linen & Towel Service:**

Blankets, pillows and limited linen items are provided by the property owners and not by Relax & Company. If you would like, linen services can be provided by Relax & Company for an additional fee.

### **Cribs, Highchairs and Strollers:**

Relax and Company offers cribs and highchairs as well as several styles of stroller for rent. Relax & Company offers these items for you to use but does not guarantee that these items are free from recall. These items will be delivered to the property prior to your arrival and retrieved on the day of departure. Please contact us for pricing and availability.

### **Barbecue Grills:**

Some of our properties are outfitted with either a propane or charcoal grill. The type of grill will be noted on the property amenities. Charcoal grilling is not permitted on decks, porches or close to the house. For propane tank delivery please contact our office. Propane tank refills are the responsibility of the guest but can be filled by Relax & Company for an additional fee.

### **Telephones/Cell Phone Coverage:**

Many properties are equipped with land-line telephones. Most telephones are programmed with restrictive dialing which means all long distance calls will automatically ring to an operator ("operator assisted" rates apply ) who will request a method of charge from you (i.e. credit or collect). Please do not attempt to charge any calls to the property. If cell phone coverage is imperative, please check with your vacation planning specialist about the specific property well in advance, as cell phone coverage is varied in the Sunapee region and not every property has good reception.

### **High Speed Internet Access:**

Relax & Company encourages all properties to have some type of high speed internet access. However, in some areas it is simply not available. High speed internet access is noted as an amenity on our website for each property. If it is not noted, it is safe to assume the property does not have it. Relax & Company can refer you to one of the local internet access locations if necessary or you can rent a wireless unit from Relax & Company (only available for certain properties). Please inquire about rates and conditions when creating your booking.

### **Televisions/Furnishings:**

Properties are equipped with TVs and DVD players and other entertainment items by the property owners' discretion. No refunds will be given due to TV's or DVD players under repair. Additional entertainment items (TV's, DVD players, game consoles etc.) may be rented from Relax & Company for an additional fee.

### **Air Conditioning:**

A majority of homes listed with Relax and Company do not have air conditioning or have limited access to A/C as the New Hampshire climate in general does not make having air conditioning a necessity. However, some owners prefer it and it is available at some of our rental properties. If A/C is available in the home you are renting it will be noted in the amenities section of your rental description. It will also note whether or not the house is equipped with central A/C or some other form of A/C. Absolutely no window-mounted A/C units may be brought into any rental property. Most homes that do not have AC units can have a room ac unit added for your stay for a fee. Please speak with your reservationist if this is something you are interested in during your stay.

### **Water Source/Potable Water:**

Some of our rental properties use lake water as its main water source to operate the home. If this is of concern to you, please let us know prior to your booking and our reservation staff will confirm the water source for your property. If you have any questions about the water source for your rental please contact our office at (603)-526-2436 or by email at [info@relaxandcompany.com](mailto:info@relaxandcompany.com)

### **Kitchens:**

All kitchens are adequately stocked for everyday meal preparation and serving. You can expect to find common kitchen and cookware items in all of our rental homes. Extra kitchen items are provided according to the individual owner's preferences, not according to the size, location, or price of the home. If you are planning special meal preparations you should bring any required items necessary. No paper products, soaps, detergents, kitchen or dining linen are supplied unless specified.

### **Docks:**

Docks may be private or part of a community. Please contact one of our vacation planning specialists to verify dock amenities. Community docks are limited to one watercraft and are subject to rules and restrictions set forth by that community. A private dock is accessible only to the occupants of the single house and may accommodate 1-2 watercraft(s). Please contact our reservation department if you have any questions regarding dock use. The owner's boat may be docked at the pier and is not available for the guest's use. Please do not disturb or board the owner's boat. Owners sometimes choose to leave their boat at the dock and Relax & Company will not be able to accommodate requests to relocate the owner's boat during your stay. Lake levels do fluctuate and can affect a boater's access to their dock. In no way is the owner or Relax & Company liable if the dock is not accessible due to varying lake levels.



### **Jet Skis:**

Although jet skis are permitted at most properties, please be a good neighbor and wait until you are in open water to “rev up” and limit use to acceptable daytime hours. Please consult your reservationist or the New Hampshire Marine Patrol’s website to determine if the lake or pond your vacation property is located on permits the use of jet skis.

### **Hot Tubs and Private Pools:**

Some of our homes offer private hot tubs and pools. Private pools and hot tubs are cleaned and tested weekly to provide optimum water quality. If there are any problems with the hot tub and/or swimming pool including any mechanical, electrical or chemical problem, please call Relax and Company immediately. Do not enter the hot tub and/or swimming pool until the technician has cleared it for use.

*\*Every home is privately owned, and while Relax & Company works diligently to provide the most accurate and up to date information about each property, we are not responsible for errors, omissions, alterations and complete changes to the décor or furnishings of the properties. We do not guarantee the presence of particular items and are not responsible for any changes made by the owner.*

### **Emergency Services:**

The essence of your vacation is to enjoy yourself, so we will make every effort to remedy "displeasing" situations and correct any problems you may experience in a timely manner. Please report any inoperative equipment or problems to our office promptly. Please understand that certain emergencies do take precedence and may affect wait times for service. Relax & Company is not liable for appliance or other mechanical breakdowns during the rental period. For after-hours emergencies (i.e. no water/power, septic issues, lost keys), you can reach a member of our on-call staff 24/7 at (603)-848-2607. This is for emergency rental situations only. **For medical emergencies, dial 911.** For non-emergency situations, please call during office hours or leave a detailed message.

### **Repairs:**

The **Landlord(s)/Agent** shall be responsible for keeping the property in a safe and satisfactory condition. The Landlord(s)/Agent may enter the premises with reasonable notice to inspect, and/or make repairs to the rented premises. In the event that the **Guest(s)** feel that something at the property represents an unsafe or unsatisfactory condition, **Guest(s)** shall report it to Relax & Company immediately. Relax & Company will provide **Guest(s)** with reasonable notice (48 hours) prior to entering the rented premises, except for the purpose of making emergency inspections or repairs.

Except for damage or destruction caused by fire or other casualty, Landlord will be responsible to make all repairs and do whatever is reasonably necessary to maintain the premises in a fit and habitable condition. **If an emergency repair is required, the Guest(s) should call Relax & Co. at 603-848-2607 to reach a member of our on call staff, 24/7.** For repairs of a non-emergency

nature, **Guest(s)** can reach a member of our staff during normal business hours at 603-526-2436. Relax & Company will arrange for the repairs to be made in as expeditious a manner as is possible. **Guest(s)** shall notify Landlord's Agent immediately in case of any malfunction, fire or any unusual happening to the premises. In essence, **Guest(s)** shall respect the premises as if it were their own and notify Relax & Company immediately if anything is not as it should be.

No alterations of any kind to the property (including painting) shall be made without prior written consent of Relax & Company. No locks are to be installed or changed without written permission of the Relax & Company. No cutting of timber or plantings are permitted on the property.

#### **Additional Services:**

#### **Pre-Reservations:**

Relax and Company can book your vacation a full year in advance! Relax and Company offers you optional first rights to reserve the property you stay in this year, for the same time frame the following year. Once you've confirmed your interest, a complimentary hold will be placed in your name upon departure, and Relax and Company will contact you once we have received the owner's authorization to confirm reservations for the coming year. While you have first option to book the same property for the same dates, you must confirm with us within 2 week (14 days) of the end of your stay. After that deadline, all properties become available to the general public for booking. If you wish to reserve a different home, please check with Relax and Company for rates and availability.

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*We want you to enjoy your stay to the fullest, this year and for years to come. If you ever have any questions or concerns we are here to help in any way we can.*

*Happy Vacationing!*

*- The Relax and Company Team.*