

Check-In, Check-Out, and Cleaning

Please Note: You must bring your own sheets, towels, paper products and personal toiletries.

1. CHECK-IN INSTRUCTIONS: *Check-in time is from 4-5 pm.* If you are unable to check in during the designated time, please call ahead to make arrangements for key pick up. No rate adjustments will be made for late arrivals or early departures.

- If the rental property is located in the LACC/Peninsula/Hamilton Branch/East Shore area, please check in at our Peninsula Office, located at 499 Peninsula Dr. (next to the lower Country Club gate).
- If the rental property is located in the Lake Almanor West area, please check in at our Lake Almanor West Office at 146 Lake Almanor West Dr. (located just past the tennis courts).

Upon arrival, *it is the responsibility of Occupant to contact CBPM's office about any maintenance concerns or damages* so that CBPM may secure repair services as soon as possible and Occupant is not charged for damages upon departure. Do not try to repair equipment that is not working. Occupant assumes full responsibility for any items found to be missing and any damage due to misuse and/or negligence on Occupant's part, except in the case of normal wear and tear reported to CBPM within 48 hours of Check-in.

2. CHECK-OUT INSTRUCTIONS: *Check-out time is 10:00 am.* There are no exceptions. A fee of \$25.00 will be charged for every 30 minutes that you stay beyond the check-out time. Return all keys, remotes, access cards, etc. to our office. *Do not leave keys in the rental unit.* Leave the vacation rental clean and in good order. *You are asked to leave the home as described below.* The home will be cleaned and sanitized after your departure. Renter must notify CBPM of any damage to the unit during occupancy. *The property will be carefully inspected* after Renter's departure, and any costs for damage, theft, or additional cleaning charges will be deducted from Renter's security deposit. Upon vacating the property, it is the responsibility of Renter to ensure that the following items are completed. Any extra time our cleaning staff spends completing these check-out duties will be deducted from Renter's deposit:

- *All trash must be removed from the home* and deposited into the trash containers. Lids must be secured to prevent disturbance by animals. *It is the responsibility of Renter to take the trash to the street for pick-up during your stay.* Please refer to instructions at the rental home for information regarding the trash pick-up schedule. Renter will be charged for excessive trash left at the home. If there is more garbage than will fit in bins provided, please bring it to CBPM's office upon check out. Do not leave recyclables at the home. Recyclables may be taken to the recycling center behind Holiday Market in Chester, or the transfer station at the corner of Hwy. 36 & A-13.
- *Wash the dishes and empty the dishwasher.* Return all items to the proper cupboards and drawers (none left in dishwasher or drain rack).
- *Clean the BBQ grill well.*
- *Empty the refrigerator, freezer, and cabinets* of all perishable food items.
- *Wipe up counters* in bathrooms and kitchen.

- *Replace the bedding neatly* (blankets, pillows and spreads) after you have removed your linens from the beds. Please keep these clean during your stay.
- *Please do not move furniture* in the home. You will be charged for the time it takes to put furnishings back where they belong. Under no circumstances is Renter permitted to remove any furniture from the house. Please make sure that everything is as you found it.
- Check to make sure you have not packed any of the Homeowner's belongings (pillows, blankets, hangers, kitchen equipment).
- *Turn off* all TVs, DVDs, stereos, air conditioning, fans, lights (outdoor, too). Check the coffee maker! Remote controls should be set near the TV. If you are staying in colder weather, please leave heat set on "Auto" at 50 degrees.
- *Lock all doors and windows.*
- *Return all keys, gate cards, garage door openers, and all such items given to you at arrival, to CBPM's office. A \$25.00 fee will be charged to Renter for each key not returned at check out. A \$100 fee will be charged for LACC gate cards if not returned.*

3. HOME FURNISHINGS: Rental homes are equipped with basic household furnishings and kitchen equipment, including, but not limited to: appliances, TV/DVD, propane BBQ, pillows and blankets, and some patio furniture, unless otherwise advertised.

4. WE DO NOT SUPPLY SHEETS, TOWELS, PAPER PRODUCTS OR PERSONAL SOAPS/TOILETRIES.

Occupant is responsible to provide these items. CBPM does not guarantee that furnishings will meet the tastes of Occupant.