



On the Windfall Rental Policies

**We want you to enjoy your stay every time you visit one of On the Windfall's properties.
So that everyone is clear on what's expected, here are the house rules:**

- Two Night Minimum is required. Holidays & peak season may require 3 nights.
- CHECK-IN is after 3PM daily. CHECK-OUT by 11AM daily, so our staff has time to clean for the next guest.
- Visa & MasterCard, Checks and Cash accepted.
- Tenants must be 24 years of age.
- Absolutely no house parties. Occupancy is strictly enforced. Please check the number of people each unit sleeps as detailed in the unit description. This represents the total number of people, including children allowed to stay in the house. No camping.
- 50% of total amount is due upon booking. The balance is due thirty days prior to arrival.
- An authorized HOLD of \$400 will be placed on your credit card for a Security and Damage Deposit, but this amount will not be collected unless there is damage to the property or missing items discovered after tenancy.
- **Guests are asked to leave the home in the same condition as it was found**, including but not limited to, cleaning of grills if used. If departing on a week-end or holiday, trash may be left outside in metal trash can. Otherwise, and if you have stayed more than three days, you are expected to drop your trash off at one of the convenient centers in the county. (Directions are provided in each home.) Our Staff will remove all ashes from fireplaces.
- Tenant is not being charged a cleaning fee. However, if excessive cleaning is required after tenancy, a \$75 charge will be accessed.
- **Smoking is not permitted inside any of the homes.** If it is determined that smoking did occur, an additional cleaning fee will be charged to cover the cost of smoke removal and any damages incurred.
- Violation of No Smoking and/ or No Pet policies will result in immediate eviction and collection of damage deposit.
- Our homes have hardwood floors, **the moving of furniture is strictly prohibited.**
- Cancellation Policy: if we can re-rent on the same terms as your lease, we will refund all monies paid less a \$75 processing fee.
- We reserve the right to make a substitute accommodation for you if circumstances demand.
- All homes are fully equipped for normal housekeeping. Towels and linens are provided.
- **Phone service is by cell phone only.**
- The Barn is pet friendly. Bringing pets MUST be arranged in advance.
- All equipment in your accommodations should be in working order. Please report any problems. Every effort will be made to correct the problem, but we cannot refund your money due to mechanical failures
- If you vacation in the High Country during the winter months, please come prepared to drive in snow and/or ice to reach your destination. **We do recommend chains and 4-wheel drive**, as our homes are located on secondary roads. We are unable to refund any money due to bad weather.
- RATES & AMENITIES ON THIS WEB SITE ARE SUBJECT TO CHANGE WITHOUT NOTICE.
- Local State & County Taxes Apply. 6.75% NC sales tax, 3% local occupancy tax

Thank you for selecting On the Windfall as your vacation destination. We look forward to your visit.

If you have any questions or would like more information, please contact us 704 075 3058. or email us at rentals@onthewindfall.com