

MLRE MANAGEMENT SERVICES VACATION RENTAL POLICY

RESERVATIONS can be made by emailing res@meadowlakerealestate.com or calling MLRE Management Services (MLRE) at (406) 892-2801, Monday through Friday, 9AM- 5PM MST, and Saturday and Sunday, 10AM-4PM MST. Prices are quoted for short -term rentals with a 2 night minimum for specific rentals. A deposit is required to confirm all reservations and will vary by each rental property. A vacation rental agreement will be sent to you after the reservation is made which will detail the cost of the rental. Montana has NO SALES TAX, however there is a 7% lodging tax to all reservations. Balance is due 30 days prior to arrival date. We gladly accept MasterCard, Visa and cashier's checks.

SECURITY DEPOSIT

The Security Deposit is refundable upon completion of the check-out inspection of your rental. The Security Deposit is NOT applied to rent. Additionally, we add a standard departure cleaning charge to all reservations according to each property's needs. Your reservation will not be checked-in until payment has been made in full. MLRE shall deduct from the Security Deposit to reimburse for charges that result from, but are not limited to:

- Damage repair
- Broken or missing item replacement
- Extraordinary cleaning
- Late check-out
- Keys and garage door openers not returned.

MLRE has a thorough inspection policy to ensure our rentals are in good condition and that renters will not be inadvertently billed for missing or broken items. Please assist us by reporting any missing or broken items to our office within 24 hours of check-in. If damage, breakage, or spills occur during your stay, please notify us immediately.

CANCELLATIONS

In the event of a cancellation for any reason, MLRE must be notified in writing. The Renter is responsible for verifying that the cancellation letter has been received by MLRE. If a confirmed reservation is cancelled 61 days or more prior to arrival date, a full refund will be issued, less a booking fee of \$40 and a \$150 cancellation fee. If cancelled between 31 and 60 days prior to the arrival date, MLRE will refund 50% of total rental fee, less the booking fee and the cancellation fee. If a reservation is cancelled 30 days or less prior to the arrival date no refund will be paid, unless the property is re-rented. If the property is re-rented for the original rental amount, MLRE will refund 100% of the total rental amount, less the booking fee and cancellation fee. If re-rented for less than the original rate, Renter will receive the balance of the rental amount, less the booking fee and cancellation fee. If the property is not re-rented, no refund will be paid. Refunds will be payable to the Renter within 30 days after the subsequent re-rent payment has cleared our accounts. If you purchased Vacation Protector Insurance the premium is not refundable. **VACATION PROTECTOR INSURANCE IS HIGHLY RECOMMENDED TO PROTECT AGAINST**

UNEXPECTED TRAVEL DELAY OR CANCELLATION. For more information about obtaining this insurance, please contact us at res@meadowlakerealestate.com or call (406) 892-2801.

RESERVATION CHANGES

A fee of \$150 fee will be charged for reservation date changes for the same property.

CHECK-IN time is after 4PM and prior arrangements must be made for arrivals after 6 PM.

CHECK-OUT time is 10 AM. Please observe this rule, as our housekeeping staff needs time to prepare for our next guests. Upon leaving, please secure all windows and doors, wash dishes, and clean out the refrigerator. Trash should be placed in the garage. Please strip the beds and leave all soiled linens in basket near washer and dryer. Unless otherwise designated, keys should be placed in the key drop at the check-in location. If your rental requires extra cleaning because you left it in poor condition, you may be charged an additional cleaning fee. Two (2) KEYS will be issued at check-in. A \$35.00 charge per key will be charged for keys not returned.

FURNISHINGS AND EQUIPMENT

The properties that we represent are private residences and are decorated by the individual owners. Each property is unique and the décor reflects the taste of the owner. Renters should ask as many questions about the specifics of a property and view photos to select a property suitable to your preferences and budget. Homes are furnished for normal housekeeping with dishes, cookware, flatware, glasses, and basic appliances. Where grills are provided, please grill on the concrete or in designated areas. We provide bed linens and towels for all of our rentals. Please be sure to pack any specialty items that you may require during your stay.

FIREPLACES where available, should not be used while the air conditioner is running.

HOT TUBS AND POOLS

Pools and hot tubs are serviced at regular intervals. Since neither the homeowner nor MLRE employees are on the premises during the use of these amenities, the rental party agrees to be solely responsible for the use and operation thereof.

PETS

Houses that allow pets are indicated in the listings. Please call us for a current list of homes that allow pets. If you bring a pet, an additional pet cleaning fee will apply as well as an additional deposit at the owner's discretion. Pet owners will be financially responsible for damages and extra cleaning.

DESCRIPTIONS AND RATINGS

A description is provided for each property to help with your rental selection. Every effort has been made to ensure that property descriptions and distances to area attractions, skiing, golf, and water accesses are included. However, we are not responsible for changes to furnishings or equipment, or errors in rental descriptions. Rental availability and rates are subject to change.

OCCUPANCY

MLRE will not allow overcrowding of the rental property. Maximum occupancy cannot exceed the

existing sleeping arrangements specified for the property. Restrictions may be in effect for RVs and campers parked on the premises. The renter (the person responsible for renting the property) represents themselves to be an adult 21 years of age or older and is responsible for their party's (renter and guests) actions and behavior during the rental period.

CONDITION OF PROPERTY

All equipment in the units should be in working order. Please report any inoperative equipment to our office. Every reasonable effort will be made to promptly repair the inoperative equipment. No refunds will be made for inoperative air conditioners, appliances or for mechanical failure, or delays in utilities.

LOCKED CLOSETS may contain owner's personal property. Please respect these locked closets, cabinets or rooms. They are NOT INCLUDED as part of your rental.

ITEMS LEFT BEHIND

MLRE is not responsible for items left in homes. Please double-check your rental for personal items prior to departure. There will be a \$25 fee plus shipping to mail any requested items left behind.

FOR EMERGENCY ASSISTANCE AFTER HOURS PLEASE CONTACT BARB RILEY @ (406) 253-7729.