

 **Lake Chelan Shores** 
Vacation Rentals

RESORT POLICIES

REGISTRATION / COMMUNITY CENTER HOURS:

Sunday–Thursday: 9am–6pm Friday & Saturday: 9am–10pm Summer: Daily 8am-10pm

Our Community Center consists of 2 racquetball courts, 6 tennis courts, movie rentals, treadmill, and a home gym system. Facilities may be utilized, and all sporting equipment can be checked out during the above hours. Our phone number is 509.682.4531.

OCCUPANCY: We would like to remind you that the maximum occupancy for each unit is listed. The occupancy shown is for all persons over the age of 8. ONLY two (2) additional children (per unit) under the age of 8 may accompany you and not be counted. Occupancy limits are STRICTLY enforced, and anyone exceeding maximum occupancy limits will be refused entrance to their unit.

CHECK IN & OUT: Check in is no earlier than 4:00 pm at the Registration Office. Check out is no later than 11:00 am. Sorry – no exceptions. Resort facilities are available for your use only between check in and check out.

NO PETS allowed on the property at any time.

NO SMOKING allowed inside any units. Violation of these rules will result in immediate eviction from the property.

DEPOSIT & PAYMENTS A deposit equal to the first night's rental charge is due upon booking with balance due 30 days prior to arrival except for the following circumstances: 1) during peak season reservations placed within 30 days of arrival must guarantee full payment by Visa or MasterCard upon booking; 2) reservations made for Memorial Day through Labor Day must be paid in full prior to May 15th. A \$200 "Authorization Only" (damage deposit) will be taken on your credit card when you arrive.

CANCELLATION POLICY Reservations under deposit and cancelled at least 30 days prior to arrival are subject to a non-refundable \$75.00 cancellation fee per unit. During peak season any cancellations made less than 30 days prior to arrival are subject to full forfeiture depending upon resale of the reserved unit. In the event of the unit(s) being rebooked, a refund will be made for the resold dates, minus the cancellation fee. No refunds are available for early departure or weather.

RESERVATION "CHANGE FEE" There is a \$25 fee to change existing reservations.

HOUSEKEEPING SERVICES are not provided during your visit. Each unit has a washer and dryer, but if you wish to arrange for fresh towels or linens during your stay, please contact Owner/Guest Services during office hours. Fresh linens can be provided for a fee during your stay.

POOL / HOT TUB HOURS: Swimming pool and hot tub hours are daily from 9am—10pm. Please observe that from 8pm—10pm our hot tub is for adults only.

PARKING: There is one assigned parking space per unit. Please park in your designated spot and have any guests or second cars park in visitor or overflow parking—not in another units assigned space. Please be sure to have your parking permit visible from your rear view mirror at all times while on the property. Cars without permits or parked in the wrong space are subject to towing at the owner's expense.

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MAINTENANCE ISSUES: Please notify our Owner/Guest Services Staff at 682.4531 about any maintenance related issues. Our Maintenance Staff is on site daily Monday-Friday 9am-4pm & Saturday & Sunday 9am-3pm.

MOVIE RENTALS: Daily movie rentals are available at the Community Center during office hours. Cash, check or credit cards are accepted for payment at the time of rental, and movies are due back the following day by 5pm. Please note that we do not have a movie drop box. All movies must be returned to the Community Center prior to check.

FIREWOOD: Bundles of firewood (with kindling) are available at the Community Center for \$5.00 per bundle.

BBQ PROPANE: If you find your tank empty, please remove it from the grill and bring it to the Community Center during regular office hours, and we will exchange it for you.

LOCAL RECREATION: Our Owner/Guest Services Staff in the Community Center are happy to inform you of any activities in our area. Our local Chamber of Commerce is also a wonderful source of information on current and upcoming local events: 1.800.4.CHELAN or www.lakechelan.com. A Lake Chelan Information Directory can be found Online at LakeChelanOnline.com & Area information can be found in Lake Chelan Valley's Online Newspaper LakeChelanOnlineNews.com

REFRESHMENTS: We have a soda/water vending machine outside on the lower level of the Community Center. Two additional vending machines are located in the carports of buildings 8 & 14. In addition, please feel free to enjoy complimentary coffee in the lounge area of our Community Center.

INTERNET ACCESS: Each condo is equipped with a cable modem for high speed internet access. If you need help setting up your computer, contact Owner/Guest Services for instructions.

FAX: A fax machine is available for your use at the Community Center. Our fax number is 509.682.5032. Faxes may be sent or received for \$1.00 per page. We will call your unit if you receive a fax. Please ask "senders" to include your name and unit number on the fax to expedite this service.

UNIT PHONES: Local calls can be made from your unit, free of charge. Long distance calls can be made with a calling card, credit card, or through a 1-800 access number.

EMERGENCY: 911 at all times or 682.4531 for the Community Center & Owner/Guest Services during regular hours. Doctors are available at Lake Chelan Clinic at 682.2511 and Lake Chelan Hospital at 682.2531. After hours emergency phone numbers are listed on the Registration Office door each evening as the office closes.

LOST & FOUND: Lake Chelan Shores is not responsible for lost or stolen items. Any items found will be stored at Owner/Guest Services and held for 30 days. If you need to have a recovered item returned to you after your stay, LCS will charge a \$5.00 handling fee, as well as shipping charges to a credit card.