



Hills O' Brown Vacation Rentals Policies

Our policies have been created to provide you with a pleasant stay and make you aware of some important details prior to your visit. Please read our policies prior to reserving and booking any of our vacation homes. Hills O' Brown Vacation Rentals will herein be referred to as: HOBVR

ACCOMMODATIONS

- Each rental home is individually, privately owned and reflects the taste of its owners, featuring diverse amenities, specialty items and decorations.
- Locked Closets - many of the homes closets are locked and not accessible to guests. Tampering with these locked closets will result in a damage fee and charged to the guest's credit card.
- Every effort is made to accurately describe and list the amenities for each home. HOBVR will not be held responsible for errors, changes made by the home owners or matters that are out of HOBVR control, e.g. noise, construction, weather, etc.
- Complaints regarding accommodations must be submitted in writing to HOBVR prior to checkout for consideration by the General Manager.
- Gas fireplaces in homes are seasonal and are turned off June-August.

RESERVATIONS

- We require a two (2) night minimum stay and a three (3) night minimum stay for holidays. Occasionally, last minute cancellations provide additional availabilities.
- To make a reservation:
 - a) Check our on-line availability or call 812.988.6429
 - b) A deposit for the first full night's stay plus taxes, surcharge and handling fee must be paid at the time you make a reservation with a valid Visa or MasterCard; however, all reservations of 6 or more days require a payment of 50% of the total rental cost at time of reservation to secure the reservation.
 - c) Once you complete your reservation, a confirmation e-mail will be sent to you.
 - d) The remaining balance will be due 7 days prior to check-in.
- All reservations require a \$20 handling fee. This fee is non-refundable and must be paid with the deposit.
- Refunds are not issued due to inclement weather, snow or acts of God that are out of our control.

CANCELLATIONS/CHANGES

- Cancellations of a confirmed reservation must be made by the Guest who made the original reservation, not a representative of that Guest.
- Reservations cancelled more than 14 days prior to the arrival incur a cancellation fee equal to 10% of the total charges before tax, plus the \$20 handling fee.
- Reservations cancelled within 14 days of the arrival incur a cancellation fee equal to the deposit stated above under **RESERVATIONS**, SECTION b.
- When within 14 days of arrival, the reservation cannot be shortened or moved.
- When within 7 days of arrival, reservations cannot be changed or altered. No exceptions.

FORMS OF PAYMENT

- We accept cash, money orders, cashier's check, personal checks, MasterCard and Visa. All funds must be payable in U.S. currency.
- HOBVR will process checks only once. There is a \$25 charge for checks returned for insufficient funds or account closed and guest's reservation(s) may be subject to immediate cancellation.

OFFICE HOURS

- We are open year-round Monday-Saturday 9:00 am - 5:00 pm. We are closed on Sundays and major holidays.
- Check-in 4:00 pm | Check-out 11:00 am
- Our check-in and check-out times are strictly enforced to allow our cleaning crew to clean and check each home prior to new check-ins. Please do not ask for early check-ins or expect keys to be available prior to 4:00 pm.

OCCUPANCY

- The number of Guests occupying each home is based on the number of bedrooms, sleeping accommodations and local codes. The occupancy for each of our vacation homes is listed on our website and on the reservation availabilities. All occupancies are strictly enforced.
- Occupancy is limited to: families, couples, friends or adults 24 years of age or older.
- Exceeding the stated occupancy constitutes a breach in your agreement and will be cause for immediate termination of stay without a refund. Additional per guest charges may be added to the credit card on file.
- Only the number of guests paid and registered will be allowed on the property.
- Extra visitors will be charged a daily rate for use of the property. (inquire at the office)
- Evidence of extra guests, other than those registered, could result in extra charges.

CHECK-IN PROCEDURES

- Check-in time is 4:00 p.m. Check-out time is 11:00 am
- We have an extremely tight turnaround time frame between guests check-out and the next guests check-in. In many cases, homes require maintenance repairs, additional cleaning time, etc.
- Maps and keys to your rental home will be issued at check-in.
- If you are arriving after office hours, a packet will be left for you per your confirmation email in our locked mailbox located at our office. Sunday's packets will be put in the mailbox after 4:00 pm. *As per your email confirmation, you need to call 3 days prior to arrival for this code.*
- We do not publish advance directions prior to your arrival for the privacy of our other guests. If you have people arriving at different times, please call our office in advance and we will leave additional maps for them in the after-hours mailbox.

HOT TUB RULES

- Shower before entering Hot Tub
- Remove all makeup and body lotions
- Hot Tubs have a maximum occupancy, no exceptions
- No food or drinks in/around the hot tub
- No horseplay
- Do not play with or pick up the bromide (chemical) feeder (chemicals)
- Anyone with shoulder length hair must restrain it
- All children under 18 must be supervised
- Do not mess with the controls except the jets button, tenant will be responsible for trouble arising from control tampering
- Do not put any chemicals in the hot tub
- No toys, candles or floating lights
- Make sure hot tub is on low cycle and main jets off after each use. (Circulating jets come on and off at will)
- Replace cover after each use
- If problems occur, call 812-988-6429 immediately
- **Please Note:** hot tubs are serviced after each tenant or weekly, whichever comes first. A report on the condition is on file at the office at all times.

RESTRICTIONS

Many of the vacation homes and cabins are located in the country and not within view of neighbors. Even though it may seem "anything goes", this is not the case. You are still staying in someone's home and sharing land with fulltime residents.

For Your Safety and the safety of neighbors, the following items and/or activities are strictly prohibited at all of our properties

- Fireworks – fireworks of any kind including but not limited to: Roman Candles, Sparklers, Bottle Rockets, etc.
- Firearms – hand guns, pistols, BB guns, etc.
- Hunting – bow or guns
- Off Road Vehicles – ATV's, battery or gas power, etc.
- Fires – only fires contained in an existing fire pit are permitted. No other type of outdoor burns or fires.
- Large parties – each home has a maximum occupancy – no large parties, gatherings or celebrations which exceed the occupancy are permitted. No exceptions
- Cutting trees and/or removing live plants, objects, etc.

This is only a partial list and by no means is limited to the above mentioned items. We ask that you respect the property and surrounding areas by not conducting any activities you would not normally do. There are no exceptions to these prohibited items/activities.

DEPARTURE PROCEDURES

- Check-out time is 11:00 am.
- Post-inspections and cleaning occur after each departure by HOBVR housekeeping staff to ensure our homes are clean and maintained for the next guest.
- Failure to comply with these departure procedures could result in an additional charge to your credit card.
- Unauthorized late check-outs – guests may be charged up to double the daily rental fee if their departure extends past 11:00 am.
- Check out procedures – you will find this list at each unit, it must be completed and initialed before departure
 - Used sheets and pillow cases have been removed and placed at foot of bed.
 - Used dishes have been washed, dried, and put away in their original location.
 - Used towels and wash cloths have been gathered and placed in a single bathtub.
 - All furniture has been returned to its original locations.
 - All food/drink has been thrown away or donated to a food bank. (Cabinets and Refrigerators)
 - All trash has been removed from can(s), bagged, and gathered on the kitchen floor, unless noted.
 - All small appliances are off. (TV, coffee pot, etc.)
 - All windows and doors are CLOSED and LOCKED.
 - All trash and ashes are emptied from grill into trash bag, if ashes are cool.
 - Key is returned to location where it was found at check-in.
 - Home temperature is set to 55 degrees (Winter) or 75 degrees (Summer), unless noted. (Do NOT turn unit off!)
 - Gas Fireplaces: Make sure the fireplace is OFF, but do not mess with/shut off pilot light. It remains on at ALL times that the fireplace is in operation (seasonally).
 - Smoking: While many units are non-smoking, exterior smoking is permitted at all units. The guests are responsible for disposing of EVERY cigarette butt, used match, etc. before check out. That includes items left in the yard, porch, outside ash trays, etc. All smoking debris and trash must be placed in a trash bag with the rest of the trash in the kitchen at check out.
 - Please leave the unit in the condition as was found at arrival.
 - ** If the cleaning crew has to do any of the above items, the price will be deducted from the credit card on file.

MAINTENANCE/REFUNDS

- Our maintenance staff is available from 8:00 am - 8:00 pm seven days a week. There is an after-hours emergency pager number located in all homes.
- Pager instructions:
 - a) Leave a detailed message on the voicemail with the nature of the emergency, the name of the home you are staying at and a return phone number.
 - b) You will receive a return call from our maintenance staff within 15-20 minutes.
 - c) If you are calling from a cell phone, make sure that you have clear reception.
 - d) All calls will be returned, however only true emergencies will be handled after maintenance hours.
- We strive to keep all equipment, appliances, hot tubs and fireplaces in working order upon your arrival.
- Occasionally mishaps will happen or prior guests have not informed us of an issue. Please report any inoperative equipment to the HOBVR office immediately.
- HOBVR will make every reasonable effort in their power to have the problem corrected as soon as feasibly possible.
- Under no circumstances will there be a reduction of rental fees or refund for loss of utilities, mechanical failure of equipment and/or appliances such as but not limited to: air conditioning, heating unit, dishwasher, washer, dryer, TV, blender, toaster, etc..
- Pools and/or hot tubs are occasionally subject to temporary closing due to extenuating circumstances. No refund or rate reductions will be given should this occur.
- Refunds are not issued due to inclement weather, snow or acts of God that are out of our control.

LOCK-OUT POLICY

- In the event a guest is locked out of the home during their stay, guests may borrow a key from the office during business hours.
- After business hours - guests are required to call the after-hours pager - 812.355.1914 and leave a detailed message. An HOBVR representative will return the call and meet the guest at the office.
- There will be a \$20 service charge, \$30 if a key needs to be delivered to the home. This fee will be collected at the time service is rendered.
- You are responsible for all keys given to you for your rental home. If you do not return the keys to the Management Office at the time of your departure, you could be charged a fee to change the locks and make new keys.

PERSONAL PROPERTY

- HOBVR will not be responsible for personal items left behind in the home. If your lost item has been found, you must send a prepaid envelope or package for return shipment of lost items. No CODs.

PETS

- Absolutely no pets are permitted in or on HOBVR rental properties, except in designated pet friendly homes.
- Homes designating "Small Dogs Only" will allow small dogs weighing up to 30 lbs. No exceptions will be made.
- If a pet is left inside a home that allows pets, it must be crated.
- Pets are not permitted on any of the furniture.
- If you have a "lap dog", please bring covers for the furniture.
- It is your responsibility to clean up after your pet. Violation of this policy will result in immediate termination of stay without a refund.
- A non-refundable \$30 pet fee is required for all pet friendly homes. Additional fees may be charged to guest credit card to cover cost of cleaning, spraying, etc.
- Having a pet in a non-pet friendly unit will result in a \$250 cleaning fee which will be charged to the guest's credit card.
- Indiana laws in regards to SERVICE ANIMALS are followed.

SMOKING

- Smoking is permitted in designated homes only.
- Please discard cigarettes and butts in ashtrays and/or garbage. Do not throw butts in the yard, garden, fireplace or fire pits.
- Smoking in a non-smoking unit will result in a \$250 cleaning fee and charged to the guest's credit card.
- We have very few smoking designated homes. Call HOBVR at 812.988.6429 if you need to clarify if the home you are renting is designated as such.

SECURITY DEPOSIT/DAMAGES

- Guests are responsible for any damages or theft during their stay. A valid credit card must be provided for compensation of all damages and theft.
- Please report any damage upon occurrence.
- Charges to Guest's card may include, but are not limited to: damages over and above normal wear and tear, theft, phone charges, excessive cleanup, unreturned keys, unauthorized late check-outs and unwarranted service calls.
- If a fee is charged, correspondence via letter/email will be sent to the Guest explaining the reason, outlining the details and the charges.
- Should the Guest dispute the charges or the credit card limit is not sufficient to cover the charges, HOBVR reserves the right to charge the Guests with vandalism and pursue collection from the Guest, with venue being in the Brown County, State of Indiana. All reasonable attorneys' fees will be at the expense of the Guests should collection become necessary.

SUBSTITUTION/NON-AVAILABILITY

- Should the confirmed vacation home become unavailable for any reason whatsoever, HOBVR will make every effort to inform the Guest immediately upon their notification that the home is unavailable. We will make every effort to notify our guests prior to check-in whenever possible.
- Every attempt to relocate Guest to a comparable home will be made, unless Guest requests a full refund, in which case all monies will be refunded.
- If the comparable home rental rate exceeds the original reservation amount, the difference in rate will become the responsibility of the guest at check-in.

TELEPHONES

- Most HOBVR homes have telephones to be used for local calls only.
- Long distance calls - guests are required to use a credit card or calling card. If long distance charges are incurred during a Guest's stay, Guest will be charged \$20 in addition to the cost of the phone calls.
- Cell phone service is limited or not available in some areas of Brown County, depending on location and cell service provider. HOBVR does not guarantee that cell phones will work.

Wi-Fi AVAILABILITY

Some homes have Wi-Fi internet access for your enjoyment. This free service is an open, unsecured network provided for your convenience. By gaining access you acknowledge that you are assuming all risks and understand all conditions. Please be aware of:

- The service is open and available to everyone; therefore it is not a secure server.
- The providers do not guarantee the privacy of your data and communications while using the service.
- In many cases, the wifi has a limited amount of data and is not suitable for streaming, gaming, etc. Therefore depending on prior guest use, WIFI may not be available. (inquire at the office)
- There are potentially serious issues with any computer connected to the internet ranging from viruses, worms and other programs that can damage the user's computer.
- When using these providers, we suggest that you confirm that your computer has current anti-virus software and proper firewall protection.

FURNISHINGS

- Each owner has furnished their home with basic needs for housekeeping, cooking, etc.
- Linens, pillows and bedspreads are provided.
- Paper products, condiments, and cleaning supplies are not provided.
- Gas fireplaces in homes are seasonal and will be turned off June-August.
- Firewood is provided by HOBVR October-March for interior wood burning fireplaces only.
- Wood is not always supplied for homes with approved outside fire pits, plan on bringing your own.
- Pools, hot tubs, whirlpools and other special amenities will be maintained as well as possible but no refunds will be given with regards to the condition of these special amenities.

RESERVATIONS FOR THE UPCOMING YEAR

Hills O' Brown Vacation Rentals loves repeat guests!

- Advance reservations may be made for up to one year in advance.
- Owners always have first priority, followed by returning guests.
- All reservation policies and deposits apply.
- Reservations booked for the following year are subject to price increases should they occur.

GUEST LEGAL DUTY, RESPONSIBILITY AND RELEASE

- Guest shall conscientiously and prudently take good care of the premises during and related to the Guest's use and occupancy.
- Guest shall exercise safe conduct and comply with this agreement and the Rules of the premises.
- Guest shall actively and effectively supervise and control activities occurring on or related to the premises.
- Guest hereby fully assumes the duties and accepts sole and exclusive legal responsibilities relevant to Guest's use, occupancy, and supervision of activities.
- Guest also hereby fully RELEASES and agrees to hold General Manager and the Owner of the premises fully compensated, defended and HARMLESS for all damages arising from or related to conditions, acts, or omissions directly or indirectly arising from or related to Guest's use, supervision and/or occupancy of the premises and for any related harm to the premises during Guest's occupancy.

IMPORTANT NOTES: Please remember you are coming to the country...it is enjoyable, beautiful and very quiet. Here are some guidelines to help you enjoy your visit:

- Bring sunscreen, bug repellent, etc. If you are allergic to insects or pollen be sure to bring your antihistamine.
- If you are lucky, you will only be greeted by our Brown County Lady Bugs upon your arrival. They are harmless and in fact quite beneficial to the environment.
- Our country critters occasionally greet our guests: Wasps, Ticks, Spiders, Skunks, Mice, Opossums, Raccoons, Snakes, Bats, Turkeys and frequent Deer. Always be aware of them and respect their boundaries.
- Keep a constant eye on your pets and children, especially near ponds, lakes, creeks and while walking in the woods.
- HOBVR cannot control Mother Nature or her critters!

Thank You for reading and observing our policies. We wish you a wonderful vacation!

Hills O' Brown Vacation Rentals
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Office Hours: Monday–Saturday 9 am–5 pm