

The Island at Winter Harbor's updated policies and procedures will go into effect beginning July 1, 2021, and are subject to change at any time. Please see and review our rental agreement below before booking, as they have been updated and any violation to our policies may result in loss of payment and/or termination of the rental agreement:

By booking with Winter Harbor Haven, LLC., you and your guests affirm to have read, acknowledge, and agree to abide by all house rules, protocols, and policies, which are subject to change at any time. They are as follows:

WAIVER POLICY

- All individuals associated with your reservation(s) MUST sign our waiver (attached); any guest(s) that chooses not to sign our waiver will not be permitted and/or will be asked to leave.
- Renters must provide a list of all guests' names; first and last.
- Waivers MUST be signed and submitted no later than TWO weeks prior to arrival date; guests MUST notify manager of any last minute changes to the guest list, and all changes MUST be approved. Guests will not be given access until waivers are submitted.
- Waivers MUST be signed by each individual; parents/guardians MUST sign waiver for any guest under the age of 18.
- Waivers must be filled out correctly. One person per waiver; waivers with more than one individual listed and those filled out incorrectly will not be accepted.
- Both front and back of waiver must be submitted.
- Waivers must be filled out clearly with blue or black ink; waivers that are not legible will not be accepted.
- We can supply paper copies of the waiver at the guests expense.

RENTAL POLICIES

- In case of an emergency, please call 911 immediately.
- A \$500.00 refundable security deposit is required at time of booking in order to protect Winter Harbor Haven, LLC. of any possible damages. Guests are responsible for all necessary damage fees and additional cleaning fees; see check-out instructions below.
- Final payment **MUST** be paid no later than two weeks prior to arrival date; any late payments will be charged an additional late fee of a 1% daily increase (ex. One day late 1% additional fee, two days late 2% additional fee, three days late 3% additional fee, ect.). Should late payment not be received by check-in, the key will be held and guests will not be permitted to enter.
- Checks must be made payable to Winter Harbor Haven, LLC. Our mailing address is Winter Harbor Haven, LLC, 103 Dock Court, Port Haywood, VA 23128.
- Check-in time is 2:00 p.m. EST on day of arrival and check-out time is no later than 10:00 a.m. EST on day of departure. Should all tenants not be completely departed by 10:00 a.m., guests will be charged a **\$50.00 fee**. Guests will be charged a full days rent if not checked out by 11:00 a.m. Early check-ins are not available.
- Check-In details are provided upon receiving all waivers and payment.
- MUST** be at least 25 years of age to book. Should any guest violate this policy, it will result in loss of payment and the rental agreement will be terminated.
- Absolutely no more than 16 guests permitted at a time. Should any guest violate this policy and exceed maximum occupancy, guests will be asked to vacate the property and will not be refunded any payments. Guest count is monitored by staff.
- The use of The Island of Winter Harbor for gatherings such as family reunions, weddings, parties, etc. that exceeds the amount of 16 guests is strictly prohibited.
- Rates, terms, conditions, and taxes are subject to change at any time without notice.
- Refunds are not are not given due to cancelled reservations or shortened stays because of weather.
- Refunds are not given due to appliance/utility failure.

-Guests should not contact other staff for any reason pertaining to The Island at Winter Harbor or Winter Harbor Haven, LLC. and should contact Brooke Collins directly at (804) 456-2000 unless stated otherwise in advance.

-Linens are provided upon request (at least two weeks in advance) for a **\$100.00 fee**. Linens included are sheets, pillow cases, towels, hand towels, and wash clothes.

-Toilet paper, paper towels, coffee filters, hand soap, dish soap, sponges, trash bags, seasonings, games, puzzles, beach chairs, and beach toys are provided during your stay. Also provided are a gas grill and a propane grill. Gas and charcoal are not provided. The gas grill takes the small camping propane cylinders.

-WiFi is NOT available.

-First aid kits and survival kits are located in the hallway closet on the harbor side.

-Loss of house keys will result in a **\$50.00 fee** per key. In the event guests are locked out and request staff to unlock a door, it will result in a **\$50.00 fee**.

-Due to insurance and/or Airbnb purposes, any and all issues, accidents, or damages of any kind MUST be reported immediately, prior to check-out.

-Due to insurance purposes, employees, seasonal or permanent, cannot be responsible for transporting, lifting, loading/unloading, etc., guests or the personal belongings of guests.

-Any cleaning issues must be reported within thirty minutes of arrival.

-Guests will be billed for unusual and unnecessary service calls.

-Refunds are not given due to difference of opinion on furnishings, rates, beds, decor, etc., and such things are subject to change at any time.

-Additional charges will not be incurred if all policies, house rules, and check-out procedures are adhered to.

-Refunds will be given in the event reservations are cancelled due to hurricanes, hurricane damage, fires, or a similar unforeseen situation, as well as events beyond our control. This does not include power outages, weather, rain/winds, or tides.

-Winter Harbor Haven, LLC. and staff will not be responsible for any lost or stolen items, as well as any items that may be left behind. In the event items are found, we may be able to ship items at the guests expense.

-Winter Harbor Haven, LLC. and staff are not responsible or liable in any way for any injuries or deaths associated with the rental of The Island at

Winter Harbor or the higher risks due to the rental property type and location. Winter Harbor Haven, LLC. and staff are not responsible or liable in any way for any injuries or deaths due to but not limited to heart attacks, electric shock, rip tides, vibrio vulnificus species of bacteria, drowning, burns, theft, infections, allergic reactions, boating accidents, etc.

TRANSPORTATION POLICY

- In case of an emergency, please call 911 immediately.
- It is the sole responsibility of renters to plan transportation around tides. A tide chart may be found here <https://tides.willyweather.com/va/mathews-county/chesapeake-bay--beach-point.html>.
- Must rent the island skiff, bring own boat, or pay for boat taxi service. The Island at Winter Harbor is on an island and can only be reached by boat.
- Experience operating a tiller controlled motor is necessary to rent the island skiff. The boat rental fee MUST be paid two weeks prior to arrival date. The boat rental may NOT leave the haven at any time, and MUST stay inside the mouth of the harbor at ALL times.
- Taxi reservations must be made at least 12 hours in advance through The Island at Winter Harbor manager. Guests may not contact other staff to make taxi reservations unless otherwise stated.
- Please be aware that transportation is limited due to tides as well as weather; guests must plan accordingly. A high enough tide to get up the canal is not guaranteed. We strongly suggest packing light in the event you have to carry your belongings down the long dock to the house and/or back. A wheelbarrow is provided to help transport belongings in the event the tide is not high enough.
- One (1) boat slip at marina is provided at no charge.
- Boat ramp fee is waived for one (1) boat and up to two (2) jet skis.
- Grassy area next to dock is for loading and unloading purposes ONLY; please park vehicles in designated parking space marked "Island at Winter Harbor Parking ONLY," away from equipment and out of the road (next to dumpster - do not block dumpster).
- Must be able to get in/out of boat as well as on/off dock and load/unload personal belongings. Staff is not responsible for and cannot help with loading/unloading guests or the personal belongings of guests.

-Abide by all state/federal laws & regulations; [Virginia Department of Game and Inland Fisheries](#)

PET POLICY

-Pets are permitted with a non-refundable **\$50 pet fee per pet**. Pet fees MUST be paid two weeks in advance. Should guests not notify us of any pets, guests will be subject to an additional **\$100.00 fee**.

-Guests MUST clean up pet hair. Excessive pet hair may also result in an additional **\$50.00 fee**.

-All pets MUST be up to date on ALL vaccinations as well as heartworm, flea, and tick preventatives; this is the sole responsibility of the owner.

-You MUST clean up after your pet(s) promptly.

-Pets must be rinsed of all sand OUTSIDE with water hose or shower and thoroughly dried before entering the house; guests are not permitted to use any linens or towels on pets.

-Marina Pet Policy: Pets MUST be on a leash AT ALL TIMES at the marina. Pets that are noisy, aggressive, or cause annoyances or discomfort to others are not permitted. Should any of these events occur or any complaints are made, guests MUST report them immediately. Any pet with a history of biting, recorded or not, is NOT permitted. Should any guest violate this policy, it will result in immediate termination of the rental agreement and a loss of payment.

HOUSE RULES

-Absolutely NO smoking, including vaporizers, allowed. Outside smoking is permitted, however, guests MUST dispose of cigarettes appropriately; do NOT throw on grounds.

-Candles are NOT permitted.

-Do NOT flush sanitary items, including "flushable" products, paper towels, etc. in toilet. Use trash can provided.

-Do NOT put grease or food scraps in kitchen sink. There is no garbage disposal.

-Do NOT throw grease or food scraps into the canal. This can cause damage the bottom of boats and also attracts bacteria that will eat at the bulk head and dock.

Do NOT throw grease or food scraps outside. This attracts varmints and can also be harmful to children/pets.

-Make sure all appliances are turned off behind you, including grill.

-Do NOT remove ANY items from The Island at Winter Harbor, including, but not limited to, cutlery, furniture, linen, decor, etc.

-Do NOT use linens to clean spills, shoes, grease, makeup, or any other untidiness that would stain.

-Do NOT leave wet towels/linens on furniture, beds, or floors.

-ANY damages MUST be reported IMMEDIATELY. Guests agree to pay for ANY damages that exceed the security deposit or are not covered under the insurance policy. All damages are recorded and documented immediately by staff.

-Do NOT leave any trash outside; trash must be placed in on-site garbage cans. Any overflow trash MUST be taken by guests to the on-site marina dumpster by the parking area. Overflow trash left outside, around garbage cans, will be subject to a **\$50.00 fee**.

-Limit tracking sand inside to a minimum.

-Use extreme CAUTION if opening windows on a needed basis. The tops may fall instantly and can smash your fingers.

-Please keep doors shut as much as possible to keep the house cool and bugs out.

UPON DEPARTURE

-All trash must be collected, bagged, and put in the on-site garbage cans or dumpster available to our guests.

-Leave linens on bed. Put towels in bath tubs.

-Wipe all counters/tables, shake rugs, and sweep floors.

-At check-out, turn off all lights behind you.

-At check-out, make sure all windows are closed and locked.

-Make sure beach chairs are rinsed and water hoses are turned off.

-Should guests check out earlier than the 10 a.m. check-out time, we kindly request guests to send a courtesy "checked out" message via Airbnb, e-

mail, or text to notify us that your party has fully checked out. This will allow us to plan accordingly as well as prompt the post check-out procedures.

In the unlikely event your visit to The Island at Winter Harbor does not meet your expectations, resulting in a less than 5-star review, we respectfully request it to be addressed and hopefully resolved **prior** to check-out.

CANCELLATION POLICY

Cancellations made at least 90 days prior to check-in will receive a full refund. Cancellations made at least 60 days prior to check-in will receive a 50% security deposit refund, minus a \$100.00 cancellation fee per week booked. Cancellations made at least 45 days prior to check-in will result in a loss of security deposit, in addition to a \$100.00 cancellation fee. Cancellations made less than two weeks prior to check-in, will result in a total loss of payment and security deposit.