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Office Hours: 8 am – 5 pm Monday – Friday
9 am – Noon Saturday

Check-In starts at 4:00 pm

SHORT TERM RENTAL AGREEMENT & POLICIES:

- 1. AGREEMENT ACCEPTANCE:** Your signature on this agreement, or payment, or taking possession of the property after the receipt of agreement, is evidence of your acceptance of this agreement. This agreement may not be re-assigned by tenant and the tenant may not sublet premises. Tenant acknowledges and understands that he/she is subject to “expedited eviction” if tenant (1) Holds over possession after his or her tenancy has expired, (2) Commits a material breach of this Short-Term Rental Agreement, (3) Fails to pay rent as required by agreement, (4) Obtains possession of the property by fraud or misrepresentation. (5) Commits a crime on premises or uses property illegally. (6) exceeds the maximum occupancy limit for the unit, (7) Is abusive to IVCC Staff, homeowners or other guests.
- 2. PAYMENTS & DEPOSITS:** Tenant must provide a valid credit card upon booking for deposit, payments and security for damages and repairs. Balance will be charged to the credit card that you reserved the home with unless other arrangements are made prior to the payment date. A security deposit will be initiated prior to arrival and the amount varies depending on type of home being rented. There will be hold on the credit card until the home is inspected after check-out. If rented for longer than 7 days, the entire amount will be charged and refunded a week after check-out if no damages occurred. Tenant agrees to pay all charges prior to arrival. Advanced Rent of 20% deposit is due on the day of booking. Balance of rental invoice plus taxes are due 14 days prior to check-in. **Reservations for the weeks of Christmas/New Year’s require full payment by November 1st.**
- 3. CANCELLATIONS AND CHANGES/MOVES:** Cancellations must be by phone or in person during business hours (Not an answering machine). Cancellations will be charged a 15% service charge plus tax. The last day to cancel for 85% refund is 14 days prior to check-in. Within the 14 days prior to arrival there will be NO refunds. All reservations for **Christmas/New Year’s** weeks must be paid in full by NOVEMBER 1st and there are no refunds. Changes from one unit to a different unit can only be made 14 days prior to check-in by canceling the original reservation with a 15% charge. A new reservation can then be made for the different unit. Note there is a 7-10 day wait period for the refund. There are no refunds of any type within the 14 days prior to arrival. ***There are no refunds on unused lodging.***
- 4. OCCUPANCY LIMITS:** The maximum occupancy is listed for each property and is enforced by local fire code. This includes adults and children over 3 years of age. If the guest exceeds the occupancy level, the guest will either need to get an additional unit or be evicted. In addition to being evicted a charge of \$20.00 per person, per day fee will be charged for all unauthorized occupants exceeding the maximum occupancy limit. ***If evicted, there will be no refunds for unused rent.***

5. **EXCESSIVE NOISE:** Occupancy of the homes and decks and use of the community walkways, pools and other common areas shall be sufficiently quiet and peaceful as to not disturb other residents. Please be considerate of downstairs or upstairs neighbors. DO NOT allow children to jump or run in the house, NO loud parties, NO loud TV or stereos. The Village of Ruidoso's 10 p.m. noise ordinance MUST be obeyed.
6. **CHECK-IN STARTS AT 4:00 p.m.** We cannot ever guarantee an early check-in. The renter will be responsible for others in your group that might be arriving after office hours and will need instructions and access to rental home. 24 hours prior to check in you will receive an email with the instructions for check in and a map of the property. Access to the unit is keyless and a code to get into the unit will be electronically provided via the email provided on the reservation.
7. **CHECK OUT-** Check out is at 11:00 a.m. If you prefer a later check-out, you must call the office 24 Hours in advance, we cannot guarantee a late checkout, but we will do our best to accommodate; late checkouts will be charged \$50.00 for an hour. If you have not checked out by 1:00 pm you will be charged for an additional night. NO LATE CHECK OUTS WILL BE ALLOWED ON HOLIDAYS.

UPON CHECK OUT: All doors and windows must be closed and locked including the front door using the keyless pad. Leave heat on and set to 60 degrees during the winter and when it may freeze outside!!! Always turn off AC. IVCC assumes no responsibility for lost or forgotten items. However, we will assist the tenant in the recovery and return of the items when possible.

8. **CLEANING-** All guests pay for a one-time cleaning fee to occur after departure. The housekeepers will clean the entire home except for **food left, dishes, and trash**. IVCC will AUTOMATICALLY charge on the credit card provided at the time the reservation was made, a minimum of \$90.00 for dishes left undone or put away dirty, a minimum of \$70.00 for excessive trash or trash not carried to the dumpster and \$100.00 for food left in the refrigerator.
9. **SUPPLIES-** Each home is provided with approximately TWO days of provisions: Including 2 sets of towels per person per maximum occupancy limit, toilet paper, paper towels, cascade, dish soap, hand soap, coffee starter kit, trash bags, Kleenex, and bed linens. **We do not provide laundry detergent.**
10. **DAMAGES & INJURY-** The tenant is responsible for breakage and repairs to the home and the property due to their occupancy. Tenant agrees that the landlord or agent is not responsible for any injury to any person occurring on the property during the term of occupancy of the tenant. All damages to the home or property must be reported to IVCC at the time of the incident. For after-hours non-emergencies please report the next morning.
11. **PETS-** Pets are not allowed in any rental home. If evidence of an unauthorized pet is discovered, IVCC will request that you board your pet or be evicted without refund or recourse. You will be billed \$1000.00 + Repair Cost + Cost of Loss of Rental Income. Tenant acknowledges and understands that he/she is subject to "Expedited Eviction" if violated. To obtain a list of local boarders call the IVCC Office.
12. **SMOKING-** Smoking of any kind is prohibited in all homes. If evidence of smoking is discovered in the home during or after your stay, the guest will be evicted without refund or recourse, and you will be billed \$500.00 + Repair Cost + Cost of Loss of Rental Income. Tenant acknowledges and understands that he/she is subject to "Expedited Eviction" if violated.
13. **AMENITIES-** Golfing, fishing, tennis, and swimming (seasonal) are complimentary during your stay with IVCC. For the continued enjoyment of the property by our guests and owners we do require all guests to abide by the Country Club Rules and Regulations (included with this document). If tenant or their guests misuse or abuse the facilities, they may lose their privileges to the amenities or be evicted immediately without refund or recourse and charged for any damages and repairs. Fishing licenses are required and available at the IVCC office.

14. **PARKING-** Park in designated areas only. Please see the office for parking instructions for RV's and Trailers. RV and trailers cannot be occupied while on premises and are limited to 72 hours. Some homes have assigned parking, other guest may have to park in overflow parking areas.
15. **BBQ GRILLS-** All homes are equipped with gas grills. Please follow all posted warning signs; some homes require that the grill be placed off the deck. At times the Village of Ruidoso or other authorities place various levels of restrictions on outside open flames including grills and smoking. These restrictions must be followed. The office will let you know of any restrictions prior to check-in, or you may call the office before arrival to help you plan. **GAS GRILLS:** If your gas runs out, spares are available at the office during regular business hours. Do not use charcoal in gas grills. If you do, you will be charged for the cost of replacing the entire grill.
16. **TELEPHONES-** In this era of cell phones, many of our owners have decided to disconnect their phone services. Each home has an emergency/information plaque hanging near the door with the homes address listed to direct emergency services to your location.
17. **IVCC CHANGES-** Due to some unforeseen circumstances that might arise, such as but not limited to the home becoming uninhabitable; Innsbrook Village Country Club reserves the right to move reservation to another comparable home or refund all monies paid. IVCC will notify you as soon as practically possible about any changes. IVCC is not responsible for damages of any sort incurred by tenant as a result of changes in reservation. IVCC is not responsible for loss of utilities beyond homeowners or our control.

Print Name _____ Signature _____ Date _____

Innsbrook Village Country Club and Resort
Rules and Regulations for Country Club Amenities.

These rules are enforceable by Innsbrook Village Country Club's management, staff, and members. Violations of these rules is a violation of the rental agreement and will result in eviction.

Thank you for choosing Innsbrook Village. Our Country Club offers a variety of activities for your vacation enjoyment. To ensure everyone enjoys their visit and no one gets hurt, please follow these rules while you are out on the property. It is the responsibility of the tenant to supervise their children and guests. Tenant must pick up a guest card at the Country Club office before golfing, playing tennis, fishing or swimming. Each group only needs one card while playing. If a storm or lightning is approaching, seek shelter in your home immediately. The Country Club does not rent or loan golf, tennis or fishing equipment.

Golf Course- The golf course is for golfing only; do not allow children to play on the golf course, especially the putting greens. No one under the age of 12 will be allowed to play golf unless accompanied by an adult who will assume responsibility for child's safety and conduct. Please allow faster golfers to play through. Limit groups to four people when the course is busy. Regular limit for groups is six. Please use tees on tee-boxes and replace your divots and repair your ball marks. Appropriate footwear such as golf or tennis shoes is required to play on the course. Excessive damage to greens due to strikes other than putting will be charged to the home where the person is staying. All damages to homes by errant golf shots are the responsibility of the golfer. Please report broken windows and/or other damages to Innsbrook Village Country Club at 575-258-3589.

Swimming Pool- The outdoor, heated swimming pool is open between Memorial Day and Labor Day. The pool hours are 9:00AM until 8:00PM. Please follow all posted signs and abide by the rules for entry using the pool code provided for safety reasons. There is no lifeguard on duty. An adult **MUST** accompany children under the age of 14. Glass is not allowed in the pool area. Everyone must shower before entering the pool. Children must be potty trained or use special swimming pool diapers while in the pool. If a storm or lightning is approaching, seek shelter in your home immediately. If rules for the pool are not followed you will be removed from using the pool.

Fishing- Fishing license is to be obtained from Innsbrook Country Club office. Fishing is allowed in the large pond only. It is the responsibility of fisherman to stay out of the way of golfers. Fishing is not permitted on the dam or anywhere in the line of golf approach. Limit: 4 fish per day. After cleaning the fish take waste to the dumpsters; do not place in homes garbage disposals. If you "catch and release" the fish, please wet hands prior to handling fish and use barb-less hooks.

Tennis- The tennis court by restrooms is for tennis only and on the first come basis. Please wear tennis shoes only, no hard or marking soles.

Play for Children- it is the responsibility of the tenant to supervise and provide for the safety of their children, Golfers always have the right of way. Children may play in playground or in the wooded areas or other common areas and not on golf course, retaining walls or rocks. Absolutely NO bikes scooters or hover boards are permitted on the greens and the golf course. Be mindful of golfers.