

Lundquist Realty & Vacation Rentals of Door County, LLC Rental Agreement

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Rental Agreement and Guest Policies

Thank you for reserving your Door County vacation with Lundquist Realty & Vacation Rentals of Door County, LLC (“Lundquist Realty,” “we,” or “our”). We look forward to hosting you and appreciate your cooperation in following the terms outlined in this Rental Agreement. Please review this agreement carefully, as it outlines the expectations, policies, and responsibilities for both the guest and Lundquist Realty. By submitting your reservation payment and signing this agreement, you acknowledge that you have read, understand, and agree to comply with all terms contained herein.

General Information for Your Stay

Check-In: 4:00pm or later

Check-Out: 10:00am

Early or late requests may be approved only in the off-season and based on availability.

Each vacation property is privately owned and individually equipped for guest use. Basic cookware, dishes, and utensils are provided. Blankets and pillows are provided for your convenience. Please review your confirmation to verify whether linens and towels are included. If not, they may be rented for an additional fee. A limited starter supply of paper products, soap, and garbage bags will be provided for convenience. Guests are responsible for providing additional paper products, soaps, detergents and garbage bags, as well as your personal and disposable supplies, including toiletries.

Our office is open Monday through Friday. Office hours are 9:00am – 4:30pm during the prime season and 9:30am – 4:00pm during the off-season. We are closed on weekends and all major holidays. If you are staying at a key pick-up property, please pick up at our office. You will drop off your key at the same place when you check out. If you are arriving outside of office hours, please let us know and we will provide key pick-up details to you. For urgent issues outside of office hours, please call 920-854-2368 and follow the prompts.

Reservation, Payment, and Cancellation Policies

Failure to pay according to the payment schedule provided in your confirmation email, may result in cancellation without refund. We accept Visa, Mastercard, Discover, check, or cash. We do require a credit card on file as a damage deposit. Your card will not be charged unless damages, excessive cleaning, or policy violations occur. Payments are refundable only if the property is re-rented for the same date(s) and rate. If re-rented for part of the stay, a pro-rated refund will apply. No refund is provided if the property cannot be re-rented. Early departures are not refundable. We do not supply travel insurance; however, it is strongly recommended.

Unforeseen Circumstances

We do ask our owners to notify us as soon as possible for their usage dates and price increases (if any), as soon as possible. If a property becomes unavailable prior to your arrival due to owner usage, comparable alternatives will be offered when possible, or a full refund will be issued. All rentals may be subject to rate increases for the following year. If an owner decides to raise their rates, you may cancel without penalty at the time you receive notice of the rate increase. You will receive a full refund.

Acts of Nature

No refunds will be issued for circumstances beyond our control, including but not limited to weather, power outages, mechanical issues, plumbing failure, construction, or any unforeseen circumstances beyond our control or the owner’s control.

Damage, Liability, and Indemnification

Guests are responsible for all damages that occur during their rental period. To avoid charges for prior damages, you must report any problems upon checking in. Repair or replacement costs will be charged to the credit card on file. All rental units are privately owned and managed by Lundquist Realty & Vacation Rentals of Door County, LLC. Liability will not be assumed by either party for damages, accidents, injuries, or loss of personal property. The renter, on behalf of themselves and their guests, agrees to indemnify and hold harmless Lundquist Realty, property owners, and their employees from any claims or damages arising from the rental. Damages will be charged to the credit card on file.

Maintenance, Repairs, and Emergencies

Upon arriving at the rental property, if you observe any area that appears unsatisfactory, we kindly ask that you notify us immediately. We will make every effort to remedy the situation promptly and to the best of our ability. Guests must report maintenance issues immediately. Lundquist Realty will make every effort to address issues promptly but cannot guarantee immediate resolution. No refunds will be issued for appliance, plumbing, or mechanical failures. For urgent issues outside of office hours, please call 920-854-2368 and follow the prompts.

Property Rules and Responsibilities

- Maximum occupancy limits must be observed, or you will be asked to leave the property. Parties or events are not allowed.
- Guests must follow the parking limits, or vehicles may be towed at owner expense. Any tickets given will be guest responsibility to pay.
- No boats, trailers, tents, campers, or RVs are permitted without written authorization.
- Smoking is strictly prohibited at all properties.
- Quiet hours are observed from 10:00 PM to 8:00 AM. Disturbances may lead to eviction.
- Guests must leave the property in good, clean condition, completing all tasks on our Checkout List provided.
- A minimum of \$150 cleaning fee will apply if the property is left excessively dirty or not properly maintained at checkout.
- If applicable, individual house or association rules must be followed.

Check-Out and Departure Responsibilities

Guests are required to complete the checkout list provided by Lundquist Realty prior to departure, including washing dishes, disposing of trash, and returning furniture to its original placement. Failure to do so may result in additional cleaning fees. Please be sure all windows and doors are locked, and the key is securely locked in the lock box (or returned to our office for key pick-up properties only). Lost or unreturned keys will incur a \$50 replacement charge.

Additional Things to Note

- Firearms and fireworks are strictly prohibited. Violations may result in eviction or fines.
- Water Quality: Private wells provide safe water, though taste may differ. Guests preferring bottled water should bring their own.
- Telephones and Communication: Most properties lack landlines. Long-distance calls made via landline will be billed to renter. Cell service varies by area.
- Cable/Satellite/Internet: Not all homes offer these amenities. Internet is for basic browsing only; overuse charges may apply.
- Indoor fireplaces and outdoor Firepits: Do not leave fires unattended. All fires must be fully extinguished. Fires are prohibited unless there is a designated location provided at the property. We do not supply firewood and encourage you to purchase your wood locally to prevent the spread of disease from invasive species. Please clean and dispose of all used wood and ash appropriately and be sure all furniture is returned to its original place.
- Grills: Guests must clean grill after use. Gas refill receipts will be reimbursed. We do not provide charcoal.
- Lost & Found: Lundquist Realty is not responsible for any items left behind. If you believe that you have left an item behind, please contact our office and we will do our best to locate the item. Shipping costs incurred are the responsibility of the renter.

Pet Property Instructions – For Pet Properties Only

We understand that your pet is part of your family, and we want you to have the option to vacation with them. Please review and adhere to the following rules to ensure the comfort and safety of all guests, staff, and property owners.

- Dogs only – no cats or other animals are permitted.
- Pets must be well-behaved and non-aggressive toward people and other animals.
- No excessive barking.
- Pets must accompany guests when leaving the property or be securely crated.
- Pets must be up to date on flea and tick treatments and free of fleas at the start of your reservation. If fleas are found during or after your stay, you will be charged for the appropriate remediation.
- Pets must remain leashed when outdoors.
- Guests must clean up after pets immediately and dispose of waste properly. A \$50 cleaning fee will apply if waste is left behind.
- Pets are not allowed on furniture or beds. Please bring your own bedding if pets sleep with you.
- Any pet-related damage will be charged to the credit card on file. You will be liable for the full amount of the damage. Damages will be charged to the credit card on file.

If you are staying at a dog friendly property and wish to bring your furry family member, please make sure we know, and you have paid the appropriate dog fee. If we are not notified of your dog, along with paying the appropriate fee, you will be charged \$500.00 per dog to the credit card we have on file. No pets of any kind are allowed at non-dog friendly properties. Dogs brought to our non-pet friendly properties will be charged \$1,000.00 per dog to the credit card we have on file. Thank you for your cooperation.

Section 11: Guest Acknowledgment and Authorization

By signing below, I confirm that I have read, understand, and agree to comply with all terms and policies contained in this Rental Agreement for Lundquist Realty & Vacation Rentals of Door County, LLC. I authorize charges for any damages, policy violations, or unpaid balances.

Guest Signature: _____ Date: _____

Printed Name: _____

Rental Property Name: _____

Check-In Date: _____ Check-Out Date: _____

Number of Adults: _____ Number of Children: _____

Number of Dogs (if applicable): _____

Mailing Address: _____

Home Phone: (____) ____-____ Cell: (____) ____-____

Email: _____

Best Contact During Stay: (____) ____-____