

These are Tres Aguas OBX Policies. They supplement and are incorporated as part of our Vacation Rental Agreement. Therefore, you should read the Vacation Rental Agreement and these Policies.

Age, Wheelchair Accessibility or Mobility Concerns

Tres Aguas does not meet ADA code for residences. However, it has some features that make accessibility or mobility easier. We have provided measurements of certain entrances and rooms to help clarify some of the cottage's accessibility features. If you have special accessibility, age or mobility needs, please contact us for more information.

Private Pools

Tres Aguas's salt water, heated, and private pool is open seasonally, usually from May to October. There is no additional fee for the heat, but it is locked at a comfortable 80 degrees. If the outside temperature drops below 65 degrees, the pool heater will not operate.

Private Pool and/or Hot Tub Servicing

Tres Aguas's pool is managed by an independent contractor hired by the Owner. They visit the pool on Friday and Tuesday to provide necessary maintenance. Please do not tamper with or remove devices in the pool left by the contractors. Do not tamper with any pool equipment such as pumps, vacuums and heaters. The pool has a soft liner, which can easily be damaged by hard, rough, sharp or pointy objects. Guests will be liable for repair or damage of the pool liner if it is damaged due to Guests' misuse of the pool. If a cleaning is required during your stay due to misuse, the cost will be charged to you. Use of any pool can pose risks ranging from infections to drowning. Please use them with care and at your own risk. The use of portable

hot tubs, kiddie pools, portable pools, etc. anywhere on the property, including decks, porches or patios is prohibited.

State and Local Laws

Please familiarize yourself and observe our North Carolina and Dare County laws. Local ordinances vary from town to town including, but not limited to those related to beach driving, beach fires, beach equipment, pets on the beach, and noise.

Arrival

Every effort is made to have the cottage ready for check-in at the standard arrival time at 4:00 p.m. EST. Do not arrive or park your car at the premises prior to check-in as this will delay the staff in preparing the property for your arrival. No check-in will be allowed until all rent, taxes and fees have been paid in full. We reserve the right to delay check-in in order to perform maintenance or housekeeping, and no refund will be given due to delays. Do not drop off any personal items prior to actual check-in. The keyless entry code will be emailed to the Guest prior to the check-in date.

Parking and Parking Passes

Parking is permitted only on paved or gravel surfaces at Tres Aguas. If you park in other areas you may damage the septic tank and drain fields.

The Owner will provide parking passes for vehicle parking closer to the beach access of Southern Shores. Designated parking areas will be provided. Parking passes must be left at the property prior to departure. If the parking passes are not returned, the Guest will be charged a \$100 fee for replacement.

Furnishings

Tres Aguas is equipped with the following standard amenities: A/C & Heat (unless otherwise noted), television, internet service, coffee maker, blender, mixer, toaster, pots, pans, dishes, silverware, can opener, assorted glassware, furniture, appliances, broom, and vacuum. Fitted sheets, flat sheets, and pillow cases are laundered in between stays. Quilts, comforters, pillow inserts/pillows, and decorative pillows are not laundered in between stays unless visibly soiled. You must furnish your own paper products and cleaning supplies. You should also bring any items that you feel are indispensable for an enjoyable vacation. You cannot rearrange furniture or take furniture to the beach.

Owner Areas

The Owner keeps personal items in one or more locked areas. Please respect the wishes of the Owner and do not enter those areas. Access to these areas are not included in your rental.

Air Conditioning / Heat

During the warm summer months, it may take up to 24 hours for the cottage to cool properly after being cleaned and serviced between arrivals and departures. You must keep all doors and windows closed while the air conditioning is running. Failure to do so may cause a substantial increase in humidity within the property and may result in damage to the cottage or the cooling system. You should not set the thermostat below 72 degrees because the cooling system works best when kept at a constant room temperature. Keeping the blinds closed will help in cooling the cottage. The temperature of the cottage is monitored by the Owner.

Telephone, Cable, and Internet Use

You should not charge long distance calls, pay-per-view shows, or attempt to modify services to the cottage. More importantly you should never use the telephone, internet, or cable to access inappropriate or pirated copyrighted material. If it is found that you have, you will be responsible for the charges, plus \$40.00 and possible legal liability.

Drains, Plumbing, and Septic Use

Tres Aguas is on a septic system. Please do not flush or pour in the drains anything that is not biodegradable. Also, Tres Aguas does not provide a garbage disposal. You should not dispose of grease, oils, dental floss, feminine hygiene products, diapers, cigarette butts, tissues, cotton swabs, coffee grounds, paper towels or chemicals in the drains.

Trash / Recycling

Trash and recycling must be placed in the designated container and stored away from the street on non-collection days. Roll containers to the edge of the street the night before the scheduled pick-up day and back to the cottage afterwards. Specific collection days are provided on your check-in email and cottage manual.

A \$100.00 handling fee plus tax will be charged to the leaseholder for any trash/recycling that requires pick-up by a third-party provider.

Grilling

Grilling on decks, porches, or wooden walkways is prohibited. Tres Aguas provides a charcoal grill and should be placed on concrete as far away from the cottage as possible. Please clean before and after each use. A fire extinguisher is located in the shed for emergency purposes.

Mail and Messages

United States Postal Service mail delivery cannot be made at Tres Aguas. UPS, FedEx, and DHL do provide delivery of parcels and packages to Tres Aguas.

Repairs

Please report any items requiring repair to the Owner promptly by email or text. Work orders may be pending as a result of a previous report of the Owner or earlier guest. Please be aware that most repair calls require us to contact outside independent contractors to make the requested repairs. Sometimes the availability of these contractors is limited so repairs cannot be made as quickly as desired. We cannot be responsible for delays. It may be necessary for the contractor or staff to enter the cottage at reasonable times to make the repairs without your knowledge or presence.

Lock Outs

Problems with keyless entry should be reported to the Owner.

Construction

There may be construction activity near the cottage. We cannot be responsible for such activity so please do not request a refund or to be moved.

Beach Access

Southern Shore beaches are private and accesses are at recurring locations. Nevertheless, nature, local authorities or other factors may cause the beaches to close down without warning. These situations are out of our control and no refund will be granted.

Cleaning

When departing please leave the cottage in a neat, clean and orderly condition. Remember that when your vacation ends, another family's vacation will begin. Our housekeeper has a very short period of time to prepare the cottage for the next guest. We ask that you leave the cottage in a neat and clean condition and complete the following: 1) Wash all dishes, pot, pans and flat ware and return them to their proper location. 2) Remove all food and trash from the cottage. 3) Place trash and recycling in its proper outside container. 4) Wipe all appliances, counters, etc. 5) Pick up all trash from floors and under beds. 6) Make sure beds are left in a tidy and orderly fashion. 7) Clean grill if used. Failure to complete these requirements could result in a reduction of your security deposit refund and/or additional billing.

Departure

You must vacate the cottage on the last day of your stay by 10:00 a.m. EST. Rental items should be bundled and placed according to the instructions of the company from which they were rented. Make sure all doors and windows are closed and locked, lights are off and the thermostat is set at 75 degrees during the summer and at 65 degrees in winter. If you depart early, please let the Owner know. Keyless codes stop working after 10:00 a.m. EST on the Departure Date.

Lost or Misplaced Items

We cannot be responsible for any personal items left in the cottage after you leave. Please be sure to thoroughly check the cottage before you leave for any personal items. If after check-out you request us to search the cottage for a forgotten item and the item is found, the item will be returned by mail or delivery carrier for a fee. Items found and not requested to be returned within 30 days after your departure will be discarded or donated to charity.

Firearms, guns, and any weapons left behind at the property will be turned over to the Southern Shores Police Department. All firearms, guns, and weapons must be kept in a secured location or portable safe while staying at Tres Aguas.

Inaccuracies and Corrections

We cannot be responsible for content appearing on third party websites or other marketing materials over which we have no control. We have tried to make sure that all of the content that appears on the internet and on TresAguasOBX.com is accurate; however, prices, photos, and descriptions are subject to change. We reserve the right to correct any errors.