

Vacation Rental Policies

WELCOME:

Thank you for choosing the Outer Banks of North Carolina as your vacation destination. We hope you have an enjoyable and relaxing vacation.

OUR PURPOSE:

All homes rented by this company are privately owned. They range from traditional cottages to luxury homes. They are furnished and equipped according to each individual owner's taste. Our Company assists the owners of these homes to locate people who would like to rent their homes. We hope you find what you are looking for. Visit our website www.joelambjr.com to view our selections.

THESE POLICIES:

When you reserve a home through our company you agree to comply with these policies. These policies supplement and address matters not found in your Vacation Rental Agreement. These policies are incorporated as a part of your Vacation Rental Agreement with the owner. You should thoroughly read the Vacation Rental Agreement and these policies.

OFFICE:

Our office is located at 4607 North Croatan Highway (2.7 Mile Post) in Kitty Hawk, North Carolina, 27949. We are open from 9:00 am to 5:00 pm seven (7) days a week. If the office is closed due to inclement weather or a holiday it will be posted on our website www.joelambjr.com.

RESERVATIONS:

You can make your reservation on our website www.joelambjr.com 24 hours a day. You can make your Reservation at our office or by phone at (252) 261-4444 during normal business hours. Our reservationists will be glad to help you find the right property. If you have any questions after you make your reservation, please call (252) 261-4444 or e-mail us at reservations@joelambjr.com.

RESERVATION PERIOD:

All homes may be reserved in weekly increments, with most odd-numbered homes renting Saturday to Saturday and most even-numbered homes renting Sunday to Sunday.

Some homes allow Partial Week Rentals with a minimum stay of three nights during approved periods, arrival and departure days are flexible. Stays of five or six nights will be charged as a full week for rate purposes.

Partial Week Rentals may be booked in advance from January 1 through the last full week in April; for some homes, availability extends through the third full week in May. Partial weeks are also available the first full week following Columbus Day through the week prior to Christmas; for some homes, availability begins the last full week in September.

Partial week rentals exclude Holiday Weeks of Good Friday, Easter, Thanksgiving, Christmas, and New Year's. Outside of these periods, Partial Week Rentals will be accepted no earlier than the Monday of the arrival week, and the departure day must follow the home's designated turnover day.

Some homes allow additional nights to be added to an existing reservation. Extra nights before arrival may be added on a prorated basis beginning the Monday prior to the reservation start date. Extra nights after the scheduled departure date may be added on a prorated basis beginning the Wednesday of the stay. However, additional nights after departure are not permitted for reservations occurring from the first weekend in May through the end of the Columbus Day week.

ADVANCE RESERVATION REQUEST:

You may request an advance reservation during a future year in any home that we rent. An advance reservation request can be made by phone, e-mail, returning a completed Advance Reservation Request Form, or Online. An Advance Reservation Request is tentative and subject to an Owner's return of the property to our program as well as the Owner's choice of weeks, changes in amenities, and rates. You may have first priority to repeat a reservation in the same home you stay in during the same rental week of the following year as long as you make your advance reservation request no later than the Monday after your departure. Once you receive the approval of your request, a signed vacation rental agreement and the Advance Rent Payment is required.

RENTAL AGREEMENT REQUIREMENTS:

A signed Vacation Rental Agreement between you and the owner of the home you choose must be received with your Advance Rent Payment. We encourage an e-signature on the Vacation Rental Agreement which you can make by going to our website www.joelambjr.com, clicking on Guest Login and typing in your reservation number and zip code. Thereafter, you should e-sign your Vacation Rental Agreement, then remit payment using the payment link emailed to you. If your signed Vacation Rental Agreement and Advance Rent Payment are not received your reservation may be cancelled without further notice. A sample Vacation Rental Agreement is located on our website and in our Brochure. A Vacation Rental Agreement can be mailed or faxed upon request.

BED LINENS AND TOWELS:

Please refer to the individual home descriptions in our brochure and on our website www.joelambjr.com for owners that provide bed linens and/or towels. You can choose to rent these items weekly or bring your own. Rental of the bed linens includes having the beds made for your arrival and striped after your departure. Please be aware that linen orders received less than 3 days from your arrival will not include the bed making service. Bed making does not apply to sleep sofas, futons, trundles, and top bunks although sheets will be provided. Linens for cribs and Pac-n-plays are not provided. If you need linens and/or towels for more than a week, please contact our office directly to make arrangements.

AGE, WHEELCHAIR ACCESSIBILITY, OR MOBILITY CONCERNS:

Our homes were not built to accommodate handicap needs; however, some have features that make accessibility or mobility easier. If you have special accessibility, age or mobility needs, please contact our office for a detailed description of the home in which you are interested before making your reservation. Also talk with our staff about any special furnishings that are needed during your stay. Please understand that most homes will not accommodate hospital beds, lift chairs, or similar furnishings.

PRIVATE POOLS:

Some homes have private pools. Private pools are open seasonally, usually from the first full week in May through the second full week in October. Some homes have heat available. To heat them, Owners require an additional fee that is indicated in the individual description of the home. If you would like to add pool heat, please contact our office directly to make arrangements. Please refer to the individual home descriptions on our website www.joelambjr.com for when heated pools are available. Some pool heaters cannot operate unless the outside air temperature is above 60 degrees.

HOT TUBS:

Some homes have private hot tubs. Hot tubs are open year-round. Hot Tub covers should be kept on and strapped down when not in use.

PRIVATE POOL AND/OR HOT TUB SERVICING:

Pools and hot tubs are cleaned on the date of your arrival by independent contractors hired by the owner. They are visited by the contractor during the week of your stay to monitor water quality and provide necessary maintenance. Our company does not supervise the existence, frequency, or adequacy of this maintenance. Please do not tamper with or remove devices in the pool or hot tub left by the contractors. Do not tamper with any pool equipment such as pumps, vacuums, and heaters. Please do not let dogs in the pool. If a cleaning is required during your stay due to misuse, the cost will be charged to you. Use of any pool or hot tub 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.

COMMUNITY POOLS AND/OR HOT TUBS:

Some homes are in neighborhoods with community pools and/or hot tubs. Community pools and hot tubs are open seasonally and maintained by the neighborhood homeowners' associations. Please refer to the individual home descriptions on our website www.joelambjr.com for open and close dates.

FIREPLACES:

Some homes have usable fireplaces. Fireplaces are open seasonally from January 1 through the last full week of March and the first full week of November to December 31. Fireplaces are not to be used while the air conditioning is operating. No refunds are to be made for non-functioning fireplaces.

STATE AND LOCAL LAWS:

Please familiarize yourself and observe our 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 your vacation home ready for check-in at the standard arrival time which is between 4:00 pm and 5:00 pm. Do not go to or park your car at the premises prior to check-in as this will delay us 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, Joe Lamb, Jr. and Associates, Inc. is not responsible for any of these items. For those homes with traditional locks, keys can be picked up at our office during normal check-in hours. If you arrive after hours your keys and check-in information will be located in the drop-box outside of the front door of our office. For those homes with keyless entry, codes are emailed to the leaseholder 16 days prior to the check-in date.

PARKING:

Parking is permitted only on paved surfaces or designated parking areas located on the property. The maximum number of vehicles allowed to park at the Property is listed in the description located in our rental catalog and on our website www.joelambjr.com. If you park in other areas you may damage the septic tank, drain fields, water lines, irrigation lines, or other buried utilities and you will be charged for any damages. If you park in the right of way adjacent to your rental home you may be violating a municipal ordinance. Any fines will be your responsibility.

FURNISHINGS:

Each home 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, brooms, and vacuums. Houses should have bedspreads and pillows. Blankets may not be in the home so you may want to bring your own. 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. All homes have either cable, satellite, or streaming TV service. Our company is not responsible for the malfunction of any services or utilities. You cannot rearrange furniture or take furniture to the beach. You cannot relocate, disconnect, or modify the electronic equipment. Our company shall not be responsible for changes to equipment, amenities, or furnishings made by owner without our knowledge.

SECURITY DEVICES INCLUDING CAMERAS:

Some homes have security devices including cameras. Every effort is made to disclose the existence of security cameras in the description of the home located on the website and in our rental brochure. Every effort has been made to assure that any security camera will not invade your privacy and the audio function is disengaged. You

cannot relocate, disconnect, or modify security devices, including cameras. Our company shall not be responsible for the changes or malfunctions to security devices.

ELEVATORS:

Some homes have elevators. Please reserve use for those unable to use the stairs and limit their capacity to a couple of people at a time. Under no circumstances are they to be used by children unless with an adult. Elevators are serviced by independent contractor companies hired by the owner. Our company does not supervise the frequency or adequacy of maintenance. Please follow any guidelines set by these companies.

OWNER AREAS:

The owner of the home that you rent may keep 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 home 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 home or the cooling system. You should not set the thermostat below 72 degrees because the cooling system works best when kept at constant room temperature. Keep the blinds closed. On very hot days, the upper floors may not cool until the sun sets. Some of our homes have HVAC systems that may be monitored by the homeowner.

TELEPHONE, CABLE, AND INTERNET USE:

You should not charge for long distance calls, pay-per-view shows, or attempt to modify services to the home that you rent. 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. Some homes do not have telephone service.

DRAINS, PLUMBING AND SEPTIC USE:

Most homes have septic systems. Please do not flush or pour in the drains anything that is not biodegradable. Also, most homes do 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.

SMOKING / NON-SMOKING:

Some of our homes allow smoking but most do not. The descriptions found in our brochure or on our website www.joelambjr.com states the homeowner's designation. Homes listed as non-smoking include all exterior areas of the property. No home is guaranteed to be smoke free, and no refunds can be given if smoking is detected in any non-smoking home. Vaping and e-cigarettes are also prohibited in non-smoking homes.

TRASH / RECYCLING:

Trash 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 home afterwards. Specific collection days are provided on your arrival information and on the Guest Portal. Some homes have dumpsters located at the end of the driveway. At some homes, they are located at the end of the street. Some homes have curb-side recycling containers. Place all recycling in the containers provided 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 home afterwards. Specific collection days are provided on your arrival information and on the Guest Portal. 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/Cooking on decks, porches, or wooden walkways is prohibited. Some grills are stationary and cannot be moved, they are listed as Park Grills. Portable grills & propane burners should be placed on concrete at least 25 feet away from the home and attended while in use. Please clean before and after each use. Call our office for instructions on exchanging propane tanks and cost reimbursement for gas grills if provided with your rental. No refunds are made for non-functioning grills.

MAIL AND MESSAGES:

No mail or faxes can be delivered to your rental home. If you are expecting any of these please check with our office periodically. Any mail should be addressed to you, c/o our office address, and include the rental property ID number, reservation number, and cell number so we can notify you of the package arrival. Our mailing address is Post Office Box 1030, Kitty Hawk, North Carolina, 27949 for letters sent through the post office. For packages or overnight deliveries our address is 4607 North Croatan Highway, Kitty Hawk, NC 27949.

REPAIRS:

Please report any items requiring repair to us promptly by completing the Report Maintenance form located on our website or in your Guest Portal. Work orders may be pending as a result of a previous report of the Owner or earlier Tenant. 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 home at reasonable times to make the repairs without your knowledge or presence.

LOCK OUTS:

If you are locked out of your home you may borrow a key during office hours without charge. Problems with keyless entry should be reported to our office. After office hours please call the office number 252-261-4444 and follow the prompts. Lost keys will be replaced for a fee of \$45.00.

CONSTRUCTION:

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

BEACH ACCESS:

Outer Banks beaches are public, and accesses are at recurring locations. Nevertheless, no representations can be made concerning public access availability or beach conditions. Some homes have private beach accesses. Beach, dune, and access conditions can and do change quickly due to wind and storms. Every effort is made to ensure accurate information regarding beach access whether public or private. We cannot be held responsible for changes.

BEACH NOURISHMENT:

Beach Nourishment occurs periodically along the Outer Banks. Some inconveniences will occur such as the possibility of not being able to conveniently access the beach closest to your rental property or large equipment in operation close to your rental. You can learn more about beach nourishment at www.darenc.gov/government/beach-nourishment/upcoming-projects .

CLEANING:

When departing please leave the home in a neat, clean, and orderly condition. Our company has a very short period of time to prepare the home for the next guest so we ask that you complete the following: 1) Wash all dishes, pot, pans and flatware and return them to their proper location; 2) Wipe all appliances, counters, etc.; 3) Remove all food and trash from the home and be sure to check under furniture and beds; 4) Place trash in a proper container and roll it to the edge of the street for pick-up; 5) Beds are to be left in a tidy and orderly fashion with the bed covers pulled to the foot of the bed; and 6) Clean grills and wood fireplaces 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 your home on the last day of your stay by 10:00 am. Rental items should be bundled and placed according to the instructions of the company from which they were rented. An email is sent to the leaseholder two (2) days before departure with check-out procedures. 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 60 degrees in winter. For those homes with traditional locks, keys must be returned to our office. If you depart early please place keys in the drop box located at our office. For those homes with keyless entry, codes stop working after 10:00 am. Be sure to turn silver knob on keypad to lock the door.

ITEMS LEFT IN HOMES:

We cannot be responsible for any personal items left in the home after you leave. Please be sure to thoroughly check the home before you leave for any personal items. If after check-out you request us to search the home 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.

VACATION RENTAL HOMES FOR SALE:

Some of the vacation homes that we rent are listed for sale during your stay. The listing may be with us or another real estate company. If your home is for sale a listing agent may call to request an appointment to show the property.

THIRD PARTY SERVICE PROVIDERS:

Our company distributes information from and about third parties and maintains a list of services, area events and activities on our website. These third parties include but are not limited to restaurants, transportation services, recreation services, and tour operators. Some of these third parties may provide consideration to our company. Regardless, these third parties are not owned or controlled by our company, and we assume no responsibility for the content, policies, or practices of any third parties.

OUTER BANKS ACTIVITIES:

Literature that you may receive from us depicts participation in various area activities including but not limited to sport fishing, swimming, surfing and hang gliding. We do not advocate participation in any of these activities. If you choose to participate, please understand that they require skills and abilities that not everyone possesses. If you choose to participate do so with care at your own risk.

FORMER DEFENSE AREAS:

Some parts of the Outer Banks were once properties that the Department of Defense used for military purposes. The US Army Corp of Engineers is responsible for identifying and investigating these sites. While contact with munitions is rare, please review their site and learn to recognize, retreat from, and report anything addressed that you may discover. Available information can be found at www.usace.army.mil/Missions/Environmental/Formerly-Used-Defense-Sites/ or call (202) 761-0031.

INACCURACIES AND CORRECTIONS:

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