



VILLAGE ON THE LAKE

GUEST DIRECTORY

4300 Lakeshore Drive
Osoyoos, British Columbia

www.osoyoos.homestead.com

WELCOME TO OSOYOOS

We are delighted you have chosen our condos at the Village on the Lake for your stay in Osoyoos. It is our sincere hope that you find will your stay both relaxing and enjoyable.

We have tried our best to provide you with all the amenities that will make your stay comfortable. Treat it as your home away from home and enjoy yourself.

We manage a total of five units in this complex namely 205 – 206 - 302 – 305 – 307.

If there is an emergency and you need my help please call me at 1- 604 -710 -1420.

We will be glad to hear from you about your stay, please email us your comments or suggestions to osoyoosrental@yahoo.com

Please help us keep the place clean and in good shape.
Please recommend us to your friends.

Thank you and enjoy your stay.

TO MAKE YOUR STAY COMFORTABLE AND PLEASANT

Please note the following also read the Agreement and rules and regulation attached.

- 1 Upon check-in if you find any damages or any items listed in the inventory (found in this directory) missing please let us know immediately.
- 2 Please keep the key code to your self so that no other person is able to enter your unit. Do not give the key code to any one for any reason whatsoever. The codes are changed after every check-out.
- 3 Wireless internet is available free of charge only for your unit so please do not give the password to anyone else.
- 4 Telephone is for local calls only and long distance calls cannot be made except with calling cards.
- 5 Daily housekeeping is not included in your rental. However, if you would like housekeeping services it is available at \$45 for the first hour and \$20 for additional hours. Please call 1-604-710-1420
- 6 Garbage and Recycling: Please ensure that your recyclables are separated and leave both your garbage and recyclables in their respective bins provided outside in the enclosure near the parking lot.
- 7 Being a family oriented environment Quite Time is from 11 pm to 9 am daily. This is strictly enforced and on site security will take it seriously and involves fines. So does breaking any strata rule.
- 8 Please do not rearrange the furniture as you will be charged for the labour to move it back in place.
- 9 **Before Check-out**
Please strip only the flat bed sheet, the fitted sheet and the pillow covers & put them in the washing machine to wash along with the used towels
Please put the washed laundry into the dryer start the dryer on 70 minutes we will take care of the rest. THANK YOU FOR YOUR HELP it helps us keep the rent low.
Please place all dishes in dishwasher and start it.
Please burn-out any BBQ residual. **Please** take all garbage out to the bin.
Please make sure all lights are off and BBQ gas cylinder is shut off.
Please make sure the windows and doors are secured and locked before departure.
Please switch the Air Conditioner OFF. The OFF button is on the thermostat
- 10 Check-in time is after 4 pm
Check-out time is before 10 am

Enjoy your stay

Thank you for your cooperation

Hope to see you again.

AMENITIES

POOL / SPA:

OPEN 9 am to 10 pm

Use at your own risk. No life guards on duty. Please adhere to all safety guidelines when utilizing the pool.

FITNESS CENTER:

OPEN 9 am TO 10 pm

DOCK / SWIMMING AREA:

Use at own risk. No life guards on duty. Please adhere to all safety guidelines when utilizing the dock. Ensure all children wear approved life saving devices at all times when on the dock. Please familiarize yourself with the depth of the water in the designated swimming area.

BBQ / PATIO FURNITURE:

Your unit is equipped with a BBQ. Please use it diligently. Make sure you switch it off after use. Also turn off the knob on the gas cylinder. Make sure you burn out any residual. We make sure that the propane tank is full, but in case it gets empty please fill it up at the local gas station and send us the bill we will reimburse you. Please do not remove the patio furniture.

Timings for use of the Amenities are subject to change.
Posted timings at the amenities supersede

SOME IMPORTANT NOTES

AIR CONDITIONER

FOR THE AIR CONDITIONER TO KEEP WORKING WITH OUT ANY PROBLEM

- 1 KEEP THE TEMPERATURE SET AT **78 F** IN SUMMER & **71 F** IN WINTER
- 2 KEEP ALL DOORS & WINDOWS CLOSED WHEN A/C IN USE
- 3 SHUT DOOR BEHIND YOU WHEN ENTERING OR EXITING
- 4 IF YOU ARE GOING AWAY FOR MORE THAN 2 HOURS SWITCH IT OFF
OTHERWISE THE FUSE COULD BLOW

IN CASE THE FUSE BLOWS

SWITCH AC OFF (OFF BUTTON IS ON THERMOSTAT)

GO TO THE FURNACE ROOM IN THE BALCONY

REMOVE THE REMOVABLE PANNEL

THERE IS A RED RESET BUTTON – PRESS TO RESTART

WAIT FEW MINUTES THEN SWITCH AC ON

WATER

Osoyoos water is hard water. It is supplied by the city and is filtered. It tends to leave marks on glass and plates so if you see marks they are not dirty it is the water. Use Jet Dry and similar products to keep it shiny.

PLEASE DO NOT WASH YOUR COLOURED CLOTHES WITH OUR WHITE BEDSHEET S AND TOWELS. Thanks

AGREEMENT

RENTAL RULES AND REGULATIONS

FOR VILLAGE ON THE LAKE GUESTS

Welcome to Village On The Lake. Unlike a hotel, each UNIT is individually owned with furnishings and decor being the choice of the individual owner. For this reason we ask that you not interchange appliances, dishes, linens, etc. between units. We invite you to make yourself at home; please give care and consideration to the home as if it were your own and do not hesitate to contact us with any queries or concerns. Please note the following policies, terms and conditions for our guests:

Resort Address: 4300 44TH Ave, Osoyoos, BC, V0H 1V6

Check-in: 4:00 pm

Check-out: 10:00 a.m. No Exceptions

OCCUPANCY

1).Maximum occupancy per unit shall be strictly limited at all times to no more than the approved number of persons at the time of the confirmation of the booking. Extra guests without consent can result in eviction without refund of paid rents.

2).ANIMALS ARE NOT PERMITTED in any part of the unit by guests unless approved at the time of the booking in specified units only.

PLEASE BE CONSIDERATE KEEP PETS ON LEASHES AT ALL TIMES. Any damage from pets to the units or the complex will be charged. **Pets are to be taken off the property to do their business and you must always clean up after your Pet.**

3). **SMOKING IS NOT PERMITTED** in any part of the unit by either residents or guests or a \$200.00 fine will be charged. Smoking is also not permitted on or around the pool and hot tub deck, or in the elevator, or on any where on the common property. Please leave the property if you wish to smoke.

4).The occupant is responsible for the conduct of his/her guests at all times, ensuring that their behavior is neither offensive to any occupant of the buildings, nor damaging to any portion of the common elements. **Refer below to the Strata Rule ratified as of Sept 29, 2012.** Any charge to the owner by the Strata will be passed on to the guest and taken from their damage deposit.

5).An inventory of the contents of your specific rental unit has been made. Articles that are not accounted for after you depart will be charged. The contents of your unit should not be lent out or exchanged with the contents of another unit.

6). Delivery of instructions and access information will be emailed 7 days prior to arrival. In case of force majeure, sale or similar events, we reserve the right to return all monies paid.

Strata Rule September 29, 2012

Any disturbance calls to our Security Company due to a guest/renter in an owner's unit will result in a \$100.00 fine to the owner of that unit for each call out and that charge will be taken from your damage deposit.

PAYMENT

A \$500.00 refundable damage / reservation deposit is required immediately upon booking the unit. This contract is deemed as signed upon such payment. This payment can be made by online eTransfer or by cheque. For the damage deposit credit card information can be given instead of a cheque.

Damage / Reservation Deposits will not be applied to rental fee but will be returned to you 2 weeks after checkout provided no damage is caused.

50% of the rent is to be paid at the time of booking, and the balance to be paid one month prior to check in date.

For SNOWBIRDS the rent is due on the first day of each month and post dated cheques should be provided in advance for the period booked /reserved.

Please refer to the check out list in the unit and remember to leave the unit as you found it, clean and in good condition or excess cleaning time will be deducted from your damage deposit.

RATES

For current rates please visit our website <http://osoyoos.homestead.com/rates.html> . Please remember to leave the unit clean and in good condition or an extra charge for cleaning will be charged from your damage deposit.

Please procure your own insurance policy for all risks and injuries. The owner and the strata will not be liable for any reason whatsoever; you hereby agree to indemnify them for your losses, injuries, accidents etc.

GENERAL

To assist you in enjoying your vacation at Village on the Lake we offer the following information on terms, conditions and policies for guests:

1) The rental unit has been thoroughly cleaned prior to your arrival and will be cleaned after you depart. **Please leave the unit tidy. All dishes, pots and pans should be washed, dried and put away. Please ensure all foods have been removed from the cupboards and the fridge. All garbage must be removed from the unit and placed in the garbage receptacles located in the parking lot. Please strip all beds of flat bed sheets fitted sheets and pillow cases and please wash and dry them along with bathroom towels and face cloths in the washing machine before you leave. PLEASE DO NOT WASH YOUR COLOURED CLOTHES WITH OUR BEDSHEET S AND TOWELS.**

Housekeeping time over 3 hours will be deducted from your damage deposit at a rate of 25.00 per hour.

2). Please do not use bleach on colored linens/towels. Candles are not allowed due to melted wax damaging surfaces. Please keep fruit in the fridge at all times as fruit flies will multiply. Please burn off the BBQ after each usage.

3).In suite laundry machines and dryers are available to guests. A starter kit of the basic supplies including liquid hand soap, garbage bags, toilet tissue, dishwasher detergent, and liquid dish soap and laundry soap is provided. **Guests should replace these as used.** Guests should bring their personal toiletries and beach towels. Towels supplied in the units are NOT for outdoor use.

4). Garbage bins at Village on the Lake are at located opposite the entrance; please use the recycle bin for items available for recycling.

5). When leaving your vacation home unattended, please close all the windows and lock all the doors. This will provide security.

6). Please close blinds and turn off air conditioning and/or heat when you check out. If you are going away for more than 2 hours please shutoff the air condition. While home and the air conditioner is in use please close all doors and windows. Over working the air conditioner by leaving the doors open can result in the fuse blowing off and the air conditioner stop working. Any repair or service call will be charged to your damage deposit.

7). Please burn off BBQ after each use and before leaving and clean the side plates. Make sure to shut the valve on the cylinder after use.

8). CHECK OUT TIME IS 10:00 AM. NO EXCEPTIONS. Housekeeping needs the time to prepare the unit for the next guest.

9). PARKING, is available on a first come first serve basis and there are no reserved spots.

10). Property damage and missing items will be charged back to guest if property is damaged during stay. Guests agree to report IMMEDIATELY to the owner any damage found or caused to the unit.

11). Excessive noise is not permitted. Quiet hours are between 11 pm and 9 am please. POOL AND HOT TUB HOURS ARE 9 AM TO 10 PM. NO GLASS TO BE TAKEN IN THE POOL AREA PLEASE. PATIO FURNITURE IS NOT TO BE REMOVED FROM THE POOL AREA. Glass or smoking in the pool area is cause for eviction with no refunds.

12). We reserve the right to evict with 12 hours notice should we receive 2 or more complaints and should those complaints contravene our stated policies, all pre-paid rents, deposits and purchases will not be refunded.

13). Please remember you have neighbors, and keep the TV at a reasonable level, at quiet time this should not be loud at all.

14) Wireless internet is available. You are responsible for any wrongful use of the internet site. Click on connect to internet. The ID and password, along with the door code, will be emailed after your final payment has been received and about a week prior to your arrival.

On your departure day please ensure that you have packed all of your belongings, removed the trash, removed the sheets and pillow cases from the bed and started the last load of dishes in the dishwasher, or excessive cleaning costs will be incurred. Close and lock all the windows & lock the door, turn off lights, air conditioner, fireplace and kitchen appliances.

Any fine by the Strata Management due to action or inaction of a guest will be charged to and payable by the guest.

Housekeeping time over 3 hours will be deducted from your damage deposit at a rate of \$ 25.00 per hour.

SAFETY

Precautions and Safety Warnings at Village on the Lake

**** ABOLUTLY NO GLASSWARE, BOTTLES OR PETS AROUND POOL & HOT TUB AREA!!!****

. Bikes should be locked if brought, around pole in front of the unit.

- Do not leave personal sports equipment unattended. Watch your footing on outside decks, steps, driveways, and walks.

- **HOT TUBS AND POOL: USE IT AT YOUR OWN RISK.**

- Children 12 & under must be accompanied at the pool by an adult.

- No diving; No horseplay; Do not immerse entire body in hot tub.

- Consult a Physician before entering the hot tub if pregnant or have cardiac condition.

- Do not use hot tub alone.

- Do not use under the influence of alcohol or medication for cardiovascular or nerve disorders.

- Elderly persons or persons with heart disease, diabetes, high or low blood pressure should not use hot tub. Water temperature shouldn't be over 40 degrees

CANCELLATIONS POLICY

CANCELATIONS ARE DISCOURAGED - any cancellation will cost \$250 as administration charges.

If the unit is rebooked all other money will be refundable

If the unit is Not Rebooked it is a loss caused by cancellation

IF CANCELLED A MONTH IN ADVANCE MONEY PAID WILL BE CREDITED TOWARDS YOUR FUTURE BOOKING

IF CANCELLED WITH LESS THAN 30 DAYS LEFT 50 % OF TOTAL WILL BE DEDUCTED AND THE BALANCE WILL BE CREDITED TOWARDS FUTURE BOOKING.

AGREEMENT The act of payment of the rent for the condo by the guest is considered as a signature of this agreement, between the owner and the guest, and that the guest has read and agreed to all the terms, conditions, rules mentioned here in and any and all the rules displayed in the complex

REAL ESTATE FOR SALE

If you are interested in buying the condo you are living in it is for sale by the owner. It has about 1400 sq ft of living space with potential of earning an income when you don't use it for your personal pleasure.

If you are interested please email us at osoyoosrental@yahoo.com