



House Rules

Dear Guests,

Welcome to Haven on the Banks! We're so happy you chose our property for your stay and are committed to ensuring that everything is absolutely perfect during your stay!

As with all rental properties, Haven on the Banks has some house rules that you should be aware of. Understanding and following the house rules will make for a fun and comfortable stay for everyone! If anything is unclear, please feel free to call or text **Tara @ 757-335-3600** or **Gerry @ 757-890-5382**.

General

- We know you will treat our cottage with the same level of **respect as you would your own home**. We've put a lot of effort into making this a lovely space to be enjoyed by all. If there are any **service issues**, do not hesitate to contact us so we can address as quickly as possible. We want your stay to be exactly right. In case of **accidental damage**, please notify us immediately. We'll look into the issue to determine the appropriate course of action with regards to damages and/or repair.
- We hope you have lots of laughter and fun times during your time here! However, we'd really appreciate it if you're **mindful of the noise level during the evening hours**. **10 PM** is typically the time that the community considers as the "**noise ordinance**".
- **Have fun!** This is your vacation time and we hope you make the most of our cottage, its amenities and your opportunity to relax and visit the surrounding area. Feel free to reach out to us for recommendations or guidance about the Outer Banks.

Check-out Procedures

- The attached check-out completion list will assist in ensuring that all is taken care of before you leave.
- Upon check-out, please:
 - Do **NOT strip the linens** from the beds; it confuses our inventory. Our cleaning team has this covered.
 - **Collect all towels** (bath and beach) and pile them in any of the bathrooms.
 - Remove **all trash from inside the cottage** as well as the **underneath the carport** and deposit in nearby trash dumpster.
 - Remove **all trash from surrounding grounds and common areas** and deposit in nearby trash dumpster. This includes the tiki bar, pool and surrounding areas.
 - Empty **all food and drink items from the cabinets, refrigerator and freezer** and wipe down.
 - Empty **sink and dishwasher** and return all kitchen items to their original home.
 - Be sure to **clean the grill** prior to departing.

Kitchen

- We've supplied you with a **starter pack to begin your vacation**. It includes Keurig K-cups, dishwasher pods, laundry detergent, dish detergent, trash bags, salt/pepper, etc. This should get you started for a few days. If you should run out – beg, borrow or steal from your neighbors 😊 or just resupply at one of the nearby grocery stores.
- We have provided some **cleaning supplies** underneath the sink should you need to tidy up during your stay. Feel free to use them! You can also find a **vacuum**, mop, bucket, plunger, and toilet brush either in the washer/dryer closet or in a closet of a nearby room.
- Please be sure to **ventilate the kitchen** while cooking anything that could leave a strong smell behind.
- Be careful **not to wash food remains down the drain**. Discard scraps into the trash can.
- To help with inventory process, please **return any kitchen items** back to where you originally found them. If you take a dish to another cottage or pool area, please ensure to bring it back with you.

Safety and Security

- Please **do not open windows**, as they are not protected with screens and can result in injury from a fall.
- Upon leaving the cottage, please **ensure all windows and doors are closed and locked** to maintain security and prevent rain and water damage.
- We are **not responsible for the loss of any personal belongings** or valuables. In case you misplace something in the house, please let us know so we can look out for the item during changeover.
- Parents must **not leave young children unattended** at any time. Haven on the Banks is not liable for any injuries sustained while in the house.
- Parents must always **accompany young children** while on the balcony, deck areas, hot tub and pool areas.

Hot Tub, Pool, Tiki Bar and Common Areas

- The hot tub and pool are maintained daily by our pool service. The pool area and tiki bar will be cleaned by our staff daily with disinfectant to ensure the healthiest conditions possible. Trash will also be emptied in the pool area daily. However, we would appreciate your help if you should notice the trash piling up between the daily empties. We have supplied large trash bags in your starter kit to help out. It takes a village. 😊
- The pool and tiki bar are shared by all guests staying at Haven on the Banks. We know you all will maintain respect for each other's space and ensure social distancing. Additionally, please be mindful of noise and social interactions. We want everyone to be comfortable and able to enjoy our beautiful shared space.
- As mentioned previously, **please mindful of the noise level around the pool during the evening hours. 10 PM** is typically the time that the community considers as the "**noise ordinance**". Please ensure that the music is lowered to a level that cannot be heard outside of the property.
- Parents must *always* **accompany young children** at the hot tub and pool and are responsible for their safety. Haven on the Banks is not liable for any injuries sustained at the pool or hot tub.
- Please obey the posted **Hot Tub and Pool rules signage**.
- **Please refrain from using glass tableware or glass bottles** in or near the hot tub or pool.
- **No running or horseplay** is allowed in or around the pool.
- Guests must **shower before entering the hot tub and pool** to rinse off any beach sand or sunscreen. Each house has an outdoor available.

- Please do not remove **decking furniture** from the pool area or move any decking furniture from the cottages to the pool area. Additional charges could be incurred should we have to move the furniture back.
- **Trash bins** have been provided in the **pool and tiki bar**. We recognize this will be a popular, “festive” gathering spot. Please respect your neighbors and clean up after yourself. If you notice a full trash bin, it would be great if you could help in emptying and replacing with a clean trash bag.
- **Two corn hole sets** have been provided and are stored in the outdoor shower lockers under **Bodie Island cottage (Unit 1) and Oak Island cottage (Unit 3)**. As a courtesy to the guests staying units 1 and 3, please let them know you would like to access the boards prior to entering into their space. Please return them after use to protect them from the elements and to allow for others to use.

Trash and Maintenance Schedules

- We will do our very best to stay out of your way while enjoying your stay. However, there will be times that we need to access the property for house turnovers, trash collection and grounds maintenance.
- The trash dumpster is located at the front of the property between Units 1 and 6. Trash pickup is scheduled for early Monday, Wednesday and Friday morning. Please ensure that your vehicles are not parked in front of the dumpster so the gate can be opened and the truck can access it.
- Our goal is to have lawn mowing/maintenance scheduled at times where we have the least number of guests on premise. We will work hard to achieve this as not to interrupt your stay. However, there will be times that our lawn care team will be working.

Miscellaneous

- **Smoking is prohibited** inside the cottages and on the surrounding grounds.
- While we love animals and have our own pet, **pets are not allowed** in the cottages.
- Please **do not hang laundry off the balcony railings** as it is not permitted by local authorities.
- Please **do not move any furniture** from one room to another.
- All **grills are stocked with a full propane** tank and a spare underneath should you run out. Grilling is not allowed under the carport area; please pull it from underneath the house while cooking. Please clean your grill after each use and prior to check-out.
- When you empty the trashcan under the carport, please **refill it with a trash bag** to keep the interior clean and free of smell.
- We have **provided beach towels** for your use; please don't take bath towels to the ocean.
- In the unlikely event that a **sprinkler** is caused to discharge, please turn the water system off IMMEDIATELY. The lever to turn the water off is located in the washer/dryer closet behind a white 8 x 8 panel on the wall. Please notify us immediately if this occurs.
- Please **do no flush any sanitary products** or paper towels down the toilet. This could cause damage to our septic system. There are plenty of trash bins in the bathrooms.

Again, we sincerely thank you for choosing Haven on the Banks as your vacation/event destination. We feel that we have created something unique and special and know that you will make many memories here - hopefully, year after year! 😊

Best,

Tara & Gerry Wilkins



Your Private Beachside Resort

We are sad to see you go, but as they say “All good things must come to an end, but the next experience awaits!” There are just a few things that we ask your assistance with prior to leaving. We genuinely appreciate your help!

Check-out Completion List

- ✓ Do **NOT strip the linens** from the beds; it confuses our inventory. Our cleaning team has this covered.
- ✓ Collect **all towels** (bath and beach) and pile them in any of the bathrooms.
- ✓ Remove **all trash from inside the cottage** as well as the **underneath the carport** and deposit in nearby trash dumpster.
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Reviews

We hope that you have made some incredible memories at Haven on the Bank and that your experience was everything you wanted. As you know, reviews are important to a business like ours. We want to hear from you and would love to receive a review from you. If you feel inclined, search for Haven on the Banks on many one (or all) of these forums:

Google, TripAdvisor, HomeAway, AirBnb, Facebook, Instagram, Wedding Wire, The Knot

Thank you again for choosing Haven on the Banks! Be well and stay safe! We hope to see you again!

Tara & Gerry Wilkins