



Jim Erler, Manager
Jim@LakeAway.com
(434) 953-6747

Ginger Williams, Housekeeping
(540) 420-3199



Important - Self Check-In: Check your email* for the access codes. Without them you will not be able to enter the properties.

Check-in & Check-out Times

Check-in time: 3 p.m.

Check-out time: 10 a.m.

Early Check-In/Late Check-Out: If the property is not occupied prior to your arrival or on the day of your departure we may be able to offer early check-in or late check-out. To make arrangements, please contact us a few days prior to arrival.

Parking

Please park in the designated space in the cul-de-sac. Additional vehicles must park in the upper lot at the entrance to Cedar Key Village. You may load/unload in front of the cabin, but parking in front of the cabin is not allowed.

What to Bring

- Flashlight
- Charcoal, lighter fluid
- Condiments
- Fishing Gear (For children, a simple rod, #16 hooks and worms dug from your own garden will catch lots of fish under the dock!)
- Don't forget your camera, DVDs, water toys and peace of mind!

Items we provide

- Bed Linens
- Towels and wash cloths
- Bath soap and shampoo
- Paper towels
- Toilet paper
- Pots, pans, utensils, plates, glasses, coffee makers (bring basket type filters).
- Condiments: Salt, pepper, and sugar are normally available, but it is always a good idea to bring some just in case.
- Microwave oven
- Television, DVD player, satellite receiver
- Weber kettle barbecue on deck
- Wireless High Speed Internet

*Email will be from Jim@ErlerDesign.com

Telephones, Cell Phone Coverage and Internet

There are no land lines in the properties, so plan to use your cell phone. Most cell phones have excellent reception at our properties. Visitors using the following cell phone companies have had good reception in the past: AT&T, Sprint, Verizon, US Cellular, Cingular, and Nextel. Please advise us of other systems that work well, or those that do not.

WiFi is provided in all properties. For those with Verizon, 4G is available. Internet access is through a line-of-sight high speed microwave link with an antenna on Smith Mountain. However, it is not designed for heavy streaming. Our ISP charges us excessive fees for bandwidth overages, so please limit streaming and go out on the lake!

Plan Ahead

- Reserve a ski boat, pontoon boat or kayak
- Book a cruise
- Book a fishing
- Book a caterer or dinner cruise Plan to visit historic points of interest on your way to the lake

Suggestions

- Here for only a few days? Plan to bring all the food you need. Convenience stores are nearby (see Maps below), but major grocery stores are 20 to 30 minutes away.
- Visiting Silver Bay as part of a longer vacation in Virginia? Call us! We are happy to help you plan a wonderful visit to Virginia.
- Visiting from outside the United States? Send us your Skype or Google Hangout (Gmail) address and we can set a time to talk and help you plan your visit.
- If your property is not occupied before or after your visit, we may be able to offer more flexible check-in or check-out times. However, this can only be confirmed a few days before your arrival/departure date.

When you arrive

After taking in the beautiful setting, please take a moment to look around the cottage.

If there are any problems, let us know immediately and we will do our best to correct it. This is important to make sure you are not charged for breakage caused by a prior visitor. If you discover any problem during your stay or there is any accidental breakage, please let us know immediately.

Reminders:

- Occupancy is limited to 4 persons over age 2.
- We do not have trash & recycle collection. You will need to take your trash and recyclables to the disposal center on Rt. 608 (see map below). Do not leave bags of trash outside! The abundant wildlife will get into it and spread it around the property!
- Do not leave umbrellas open when you are not using them. Storms can come up quickly, damaging the umbrella or carrying it away. There is a \$100 charge replace damaged umbrellas.
- Do not rearrange furniture! Moving furniture damages floors and carpets, as well as the furniture itself.
- Have a wonderful time!!

Preparing to leave

- Please sign the guest book. We would love to hear about the great times you had at the lake!
- Wipe out and empty the refrigerator and the cabinets of all items you brought to the unit.
- Wash and properly put away all dishes or leave them in a running dishwasher if time will not allow it to complete a cycle.
- The incoming guests appreciate the courtesy of a clean grill grate/cooking surface. Grates left dirty will result in a \$20.00 charge. Our housekeeper will dispose of charcoal ashes. Please do not throw ashes off the deck or put ashes in the garden!.
- Sheets may be left on the beds. Please leave towels in the bathrooms, NOT on the deck or dock.
- Please remove all trash from the unit. Directions to the nearest dump is provided in the welcome sheet and on the Map page below. Failure to remove all trash from the unit will result in a \$10 per bag charge to your account.
- Leave TV/Dish System/DVD's arranged and connected as you found them. If a TV installer is required to reconnect the systems, a minimum of \$30 will be charged to your account.
- Leave furniture arranged you found them. If we need to move the furniture back to their original position, your account will be charged a minimum of \$30.
- In the summer, please set the thermostat to 80 degrees and 55 degrees in the winter.
- Please close and lock all windows and doors and turn off all lights and ceiling fans. Be sure to turn off all outside floodlights.
- Please do a final walk through to check that all of the above items have been done, and that you haven't left any personal items behind. We are not responsible for personal items left in the unit.
- If you do leave something behind, let us know and, if we are able to locate it, we will mail it to you. The fee for mailing an item is \$25 plus the cost of packing materials and postage.
- Have a safe trip home. We look forward to seeing you again soon!

Directions

Google Maps provides excellent directions to The Mountain Preserve Communities. Please enter the address into Google Maps or your GPS.

Note: If you are coming from the north, some GPS units miss the turn on 734 (Dundee Road) adding 2 miles to your drive. Watch for the turn off of 626.

Cabin 1: 1033 Cedar Key Lane, Huddleston, VA 24104 (last cabin at the north end of the drive)

Directions from nearby cities

You may find the directions below to be helpful as you get closer to the lake.

From Lynchburg: 460 west to 811 south (Sheets Gas Station is on the left corner) 811 becomes 709. Follow signs for Smith Mountain Lake (right on 24, left on 707, left on 43, right on 626) From 626 turn left on 734 (Dundee Road) and left on 608 (note: if you miss 734, carry on until 626 reaches 608 and turn left). All Mountain Preserve properties are either off of Trading Post Road (734 on right) or Cedar Key Lane. See map of the Mountain Preserve below for the specific location of the home you are visiting.

From Roanoke: I-581 east to 24 east. Turn right on 122 south. Turn left on 608. There is a short jog to the right at the intersection of 608 and 626. Continue on east on 608. All Mountain Preserve properties are either off of Trading Post Road (734 on right) or Cedar Key Lane. See map of the Mountain Preserve above for the specific location of the home you are visiting.

From North Carolina: 29 north to 40 west at Gretna (left), turn right on 672, turn right on 608. After climbing the ridge of Smith Mountain, you will arrive in the Mountain Preserve area. All Mountain Preserve properties are either off of Trading Post Road (734 on left) or Cedar Key Lane. See map of the Mountain Preserve above for the specific location of the home you are visiting.



LakeAway Policies

Damage Deposit Refund Policies

While we can't predict every type of damage or inadvertent removal of items, below is a summary of the amount charged against your damage deposit in the unlikely event that any of these occur. Note: in the 20+ years that we have been managing vacation rental property on Smith Mountain Lake, we experienced losses due to abuse or theft only a few times. Our hope is that a damage deposit will discourage such abuses and that every guest will receive their damage deposit back in full. You will be notified immediately if we discover any problems. Damage deposits (or a portion thereof) will be refunded within 30 days of your departure or completion of repairs, whichever comes later.

Minimum Service Charge: In the event of any damage, loss or excessive cleaning required, your account will be charged a service charge of \$50 plus the cost to repair/replace or clean.

Trash Removal: All bags of trash must be taken to the dump (see directions provided on welcome sheet or on the Checking Out page). \$10 will be charged to your account for each bag left behind. Unbagged trash will incur additional cleaning charges.

Grill: Incoming guests appreciate the courtesy of a clean grill grate/cooking surface. Grates left dirty will result in a \$20.00 charge. Our housekeeper will dispose of charcoal ashes. Please do not throw ashes off the deck!

TV/Dish/DVD system: Please leave TV/Dish System/DVD's arranged and connected as you found them! If a TV installer is required to reconnect the systems, \$30 will be charged to your account.

Furniture: Please leave furniture arranged you found them. If we need to move the furniture back to their original position, your account will be charged a minimum of \$30.

Pillows: If you bring your own pillows, please don't take ours as well when you leave! If pillows are removed, your account will be charged \$50 per pillow.

Towels and Linens: Towels are provided for drying only and are NOT to be used to clean up. There is a \$10 charge per towel that cannot be cleaned or is missing. If sheets are removed or stained, your account will be charged \$20 per sheet.

Hair of the dog: Dogs are NOT allowed on furniture or beds. If dog hair is found on furniture or bedding, you will be charged a minimum of \$50 for cleaning, repair or replacement. The use of your own blankets to protect furniture is acceptable. To avoid cleaning fees for excessive dog hair on floors, we recommend that you vacuum before leaving. Extra cleaning fees are charged based on the time required.

Hot Tubs: Minimum charge for repair of hot tubs is \$125. This includes damage to or removal of jets, cover, filters or other equipment. Excess charges will be applied if special cleaning is required to remove pollutants from the water.

Smoking: Smoking is not allowed inside any properties and will result with immediate eviction and **loss of the entire damage deposit**. Smoking on decks is allowed, but please keep doors and windows closed to ensure that smoke does not enter the properties.

Property availability: In the event that damage or cleaning requires the delayed entry of incoming guests or a cancellation, you will be charged \$20 per hour of delay, up to the full cost of the rental if cancellation is required.

Credit for delayed entry: In the unlikely event that a prior guest has left the property damaged or excessively dirty, we may need to ask you wait until we have completed repairs/cleaning. You may, however, use the deck and dock while you are waiting. In the event that this should occur, you will be refunded \$20 per hour for your patience.

Terms & Conditions

1. **AGREEMENT OF RULES:** Guests agree to abide by all rules and regulations contained herein related to the Rental Property. Guests obligations include but are not limited to keeping the premises as clean and safe as the conditions of the premises permit and causing no unsafe or unsanitary conditions in the common area and remainder of the premises that Guest use. No parties/kegs, excessive speeding through neighborhoods, riding of ATVs or Off Road Motorcycles/Dirt Bikes, excessive noise and/or obnoxious behavior, discharging of Firearms, or Fireworks. Guests agree not to use the premises for any commercial activities or purpose that violates any criminal law or governmental regulation. No illegal drugs/use shall be permitted at Rental Property. Any breach of these duties by a Guest shall be considered material and shall result in the termination of guest occupancy with no refund of any kind.

2. **CANCELLATION:** In the event a Guest wishes to terminate this agreement, a full refund is provided if the cancellation is made more than 60 days in advance of the arrival date. If cancellation is within 60 days of the arrival date, 100% of the total rental amount shall be forfeited.

3. **BALANCE PAYMENTS:** Reservations are confirmed upon receiving 50% of the rental amount. The balance must be paid 60 days prior to arrival, or this Agreement may be canceled at the sole option of LakeAway.

4. **METHOD OF PAYMENT:** It is preferred that Deposits and rental payments be paid by credit card through HomeAway.com.

5. **OCCUPANCY:** In no event shall more persons than the capacity of the property as stated on the web site, occupy the Rental Property without prior approval by LakeAway. No fraternities, school, civic, house/keg parties or other non-family groups are allowed unless LakeAway grants prior approval. In no event shall Guests assign or sublet the Rental Property in whole or in part. The individual responsible for payment **MUST** be among the occupants of the property. Violations of these rules are grounds for expedited eviction with no refund of any kind. Guests hereby acknowledge and grant specific permission to LakeAway to enter premises at any time for inspection purposes should LakeAway reasonably believe that Guests are causing or have caused any damage to Rental Property. Guest further agrees to grant LakeAway access to Rental Property for purposes of maintenance and repair.

6. **PETS:** Guest agrees to have not more than two house broken dogs without the express prior approval of LakeAway. Guest are responsible for cleaning the area immediately around Rental Property and common areas of all pet excretions. This restriction does not apply in the surrounding woods or areas where there is no pedestrian or vehicle traffic. Any material damage done by pet to the Rental Property will be the responsibility

of the Guests and shall be paid immediately upon written notification by LakeAway. Any soiled areas/excessive pet hair in the rental property will require a \$100.00 pet cleaning fee. Guest agrees to pay this fee if billed by LakeAway. Prior to billing you will be notified via email along with pictures.

7. NO SMOKING: Smoking is not allowed in any property. Smoking is allowed on decks, as long as doors/windows are kept closed to keep smoke from entering the property. Violations of these rules are grounds for expedited eviction with no refund of any kind. In addition, all damage deposits will be forfeited.

8. DAMAGE DEPOSIT: A damage deposit is collected for each property rented. Damage deposits (or a portion thereof) will be refunded within 30 days of your departure or completion of repairs, whichever comes later. (See Damage Deposit Refund Policies above)

9. LEFT ITEMS: A \$25.00 fee, plus shipping cost, applies to any lost items that LakeAway is requested to return to Guests. Items found and not claimed within 30 days will be disposed of at the discretion of LakeAway.

10. HOT TUBS: If a hot tub is provided at the Rental Property, it will be prepared and tested for proper and safe water conditions prior to or on the day of occupancy. Before using the hot tub, check that bubbles are coming up from the drain and that the water is clear with little or no odor. A little rust color is normal. If in doubt, DO NOT ENTER THE HOT TUB and call LakeAway. Misuse of the hot tub by the spilling of foreign substances, i.e. Soaps, alcohol/beverages, oils, glass or metal will result in a minimum service charge of \$125 plus any additional fees such as: filter replacements, jets, parts, etc. Under no circumstances are pets allowed in hot tubs. Violation of this provision shall be grounds for expedited eviction. Guest agrees not to hold LakeAway responsible for any illness or injury caused by the use of a hot tub. Hot tub rules are posted at each property and must be adhered to.

11. HOT TUB SAFETY AND REGULATIONS: If a hot tub is provided at the Rental Property, Guests agree to following safety regulations and have read and understand the risks associated with the use of hot tubs.

A. Please remember there are certain health risks that are associated with using a hot tub. Use of hot tub carries risk that may result in serious injury or death, and unsupervised use by children is prohibited. Elderly persons, expecting mothers, infants and anyone subject to heart disease, diabetes, low or high blood pressure, strokes, epilepsy or similar afflictions should not enter a spa alone and without consulting their physician. Never use a spa while under the influence of drugs or alcohol. If you are taking medication of any kind, or being treated for any illness, consult your physician prior to use of spa. ***Spa should be kept at a temperature less than 104° for personal safety.*** SOME PEOPLE HAVE ADVERSE REACTIONS to spa chemicals (including sanitizing chemicals such as chlorine and bromine) and/or high water temperatures. Discontinue use of the spa if you experience any adverse reaction.

B. Hot Tub covers are for insulation purposes and are not designed to support a person or persons. DO NOT STAND ON THE HOT TUB COVERS, they will break and you may be charged for replacement. Remember when not using the Hot Tub, leave the cover on so the hot tub will stay warm and debris will stay out. Also, the cover must remain closed and strapped down when not in use for the chemicals to work properly.

C. Please shower before using the hot tub as body lotions/etc. mixed with the hot tub chemicals can cause a rash on your skin. Also shower after using the hot tub.

D. No children under the age of 12 are allowed in the hot tub. Children under the age of 17 must be accompanied by an adult at all times. Straps have simple locks that may be secured with a screwdriver to keep children from accessing the spa. (a set of screwdrivers may be found in a kitchen drawer).

E. Persons with open sores or any type of infection should not use the spa.

F. No glass containers allowed around the hot tub. Please use the plastic glasses that are provided for this purpose. Report any broken glass, spilled bodily fluids (i.e. blood), or alcoholic spills that may occur during your use. If there is broken glass or spill, do not use the hot tub until it has been inspected/cleaned and declared safe for use.

G. LIMIT YOUR SOAK TIME to no more than 15 to 20 minutes at a time. Cool off then re-enter if you like. Soak times should be shorter with higher temperatures.

H. USE HOT TUBS AT YOUR OWN RISK

12. ERRORS AND OMISSIONS: We have put forth every effort to insure that the information on www.silverbayview.com is accurate. However, we cannot be held responsible for errors or omissions on our web pages, bed arrangements and equipment, or changes in prices. Tenants understand that the functionality of amenities managed by homeowners associations are out of the control of LakeAway. Rates subject to change without notice.

13. MAINTENANCE AND HOUSEKEEPING: If upon check-in or during your stay you experience any maintenance or housekeeping issues, please call LakeAway as soon as possible so that we may have the opportunity to correct any issues. We cannot properly address issues if you wait to report them after you have checked out. We do not consider refunds based on complaints/issues that are not reported upon check-in or early during the stay. Check-in and check-out instructions are provided on our web site. Please follow all checkout instructions. You will be assessed if trash is left in the property or it is excessively dirty.

14. GRILLS: Grates left dirty will result in a \$20.00 charge. Do not dump ashes from charcoal grills into the woods or on the ground. Our housekeeper will dispose of charcoal ashes after you leave.

Persons making reservations must over the age of 18 (and assume responsibility for those in their charge under the age of 18.) and assume all legal responsibility for bodily injury to themselves or to any person on the property as a result of their visit and use, operation or possession of equipment. Any reservations made under false pretenses will result in loss of advance payments and possible removal of guest from rental unit.