

tahoe luxury properties

Thank you for your reservation. We have received payment in full for **Treetop Lodge** arriving on **04/05/07** departing on **04/10/07**. Your deposit will be held for 30 days, or until the phone bill is received, and then destroyed unless prior arrangements are made.

4010 NIGHTINGALE/TREETOP LODGE

HOME PHONE # (530) 581 - 2621

HOME DIRECTIONS

From Reno Airport: Take 395 North to 80 West (toward Reno/Sacramento)
From San Francisco: Take Highway 80 East (toward Truckee/Reno)
Exit onto Hwy 89 South toward Tahoe City (exit sign also says Squaw Valley/ Tahoe City)
Continue 13 miles to Tahoe City
Go straight through the light in Tahoe City (Highway 28)
Continue through town about 3 Miles to Dollar Hill (there will be a 7-11 on your right)
Continue 1.4 Miles past Dollar Hill to Lardin Way
Turn Left on Lardin Way
Turn Left on High Street, (High Street is actually the natural curve in the road)
Turn Left on Nightingale (4010, on the left)

LOCKBOX INSTRUCTIONS

THIS WILL BE SENT TO EACH OF YOU A WEEK PRIOR- DIDN'T WANT TO PUBLISH ON THE WWW. DON'T NEED ANY WEDDING CRASHERS!!

The lock box is hanging on or **near** the front door. **The combination is XXXXX**. After pushing in the numbers, press the top black button down and pull forward, which will remove the face of the box and reveal the key inside. If you press the wrong numbers, slide the black button in the middle of the face up and down to clear the numbers and then try again. It may take a couple of tries when the lock box is cold.

PROPERTY CHECK

Tenants are financially responsible for any damage done to the home during their stay. If you notice any damage or anything out of the ordinary, please contact our office at (530) 584-3444.

CONTACTING TAHOE LUXURY PROPERTIES

Tahoe Luxury Properties is open 7 days a week, 9 am to 5 pm. We can be reached at (530) 584-3444 or (800) 581-8828. **For after-hour emergencies, you can page us at (866) 465-7440.**

CHECK IN/CHECK OUT

Check in time is 4:00 pm and check out time is 10:00 am unless other arrangements have been made. We will leave lights on for you but if you're arriving after dark, we recommend you bring a flashlight to easily access the lock box. Please call two (2) days before your arrival to see if an early check-in is possible. Please call the day before your departure to see if a late checkout is possible. We will do our best to accommodate your request.

SECURITY DEPOSIT

135 River Road, Tahoe City, CA 96145, ph: 800.581.8828 / 530.584.3444, fx: 530.584.3445
email: info@tluxp.com web: www.tluxp.com

Tahoe Luxury Properties will inspect the home upon your departure. We will destroy your deposit check 30 days after your stay if there are no damages and no excessive long distance phone charges. If there is damage, we will call and inform you of the problem and work with you to solve it as quickly and easily as possible.

PARKING

Please park in the property's driveway or garage (if available). Please make sure to return any garage openers to the home before your departure. There is a \$50.00 charge for any missing garage door openers. SEE section below titled "SNOW REMOVAL/WINTER/ICE" for important Winter parking tips.

CONCIERGE SERVICES

Let Tahoe Luxury Properties make your vacation extra special by providing a variety of concierge services. It would be our pleasure to arrange grocery shopping and stocking prior to your arrival, childcare services, personal chefs, catering, in-house massages, dining reservations, reservations for local activities or any other special request you may have. Ideally, please allow us one-week notice to fulfill your requests. Call for more details and charges.

SKI DELIVERY SERVICE

Black Tie Ski Delivery is the best way to rent skis and snowboards in Lake Tahoe. No more rental lines or hassles get right on the lift. Black tie will come to your home and fit each person with equipment and then come pick it up. This is a great service while on vacation. You can call Tahoe Luxury Properties to set up service or contact Black Tie directly at 866-838-3754 and visit www.blacktieskis.com for more details. Don't miss out on this great service!

HOUSEKEEPING DURING YOUR STAY

If you would like housekeeping during your stay, please contact Lisa Slater at Lisa@TLUXP.com or 530-584-3456 for pricing and scheduling. Please note that she will do her best to accommodate your schedule.

HOT TUB

The Hot Tub is serviced before each new rental and is ready for your use. There is nothing for you to do with regard to chemicals. Please rinse off before using the tub and keep it covered when not in use. Tubs that require excessive cleaning will be emptied and cleaned at the expense of the renter.

GARBAGE

If there is a bear box at the driveway, place all your garbage inside, and make sure you take the key out of the lock. Believe it or not, the bears can turn it and get in. You won't need to take the containers out of the box; the garbage people will do it for you. If you have additional garbage, please leave it in the garage. Never leave trash outside, the bears and other animals will get into it.

FOOD ITEMS

You will find empty storage areas in the kitchen, refrigerator and freezer for your use. If there are condiments in the refrigerator or food in the cupboards, they are there for your use.

LINENS/TOWELS

All bedding and bath towels are provided at the house.

SUMMER/FANS

Our homes do not have air conditioning due to Tahoe's mild climate. For your comfort, there should be 2 fans at the home (please check all closets). If you find your home does not have 2 fans, please call Tahoe Luxury Properties at 530.584.3444 and we will bring some to you.

UPON DEPARTURE

1. Please turn lights off inside and out
2. Lock all doors and windows
3. Turn the thermostat to 55 degrees, **DO NOT TURN OFF IN WINTER**, the pipes will freeze
4. Leave beds unmade
5. Return the house key to the lock box.

FORGOTTEN ITEMS

Don't forget personal items. Please note that there is a \$25.00 charge to pick-up the item(s) and then you will be charged the cost for mailing also. Items most frequently left behind: cell phones, cell phone chargers and camera chargers.

SNOW REMOVAL/WINTER/ICE

- Please note that from November 15th – May 15th it is illegal to park on the street. This is for snow removal purposes. Please keep all vehicles in the driveway or in the garage during winter months. Tickets for this violation are expensive. TLP or Owner will NOT be responsible for any tickets issued.
- The County is responsible for plowing the streets in your neighborhood. Their routes are set in advance and they will get to your street ASAP. Please be patient and enjoy the new snow!
- Your driveway will be cleared by a private plow service. They cannot plow if cars are in the driveway. Typically they will come to plow after the storm has passed, and potentially throughout the storm. There is no set time for them to arrive, and may be as early as 5:30 AM but they will be there. If your car is parked in the driveway, the plow will not be able to remove the snow. Please listen for the plow if you are home and temporarily move your vehicle while the driveway is being plowed. If you miss it, don't worry, the plow will return at some point to plow again. If you need to get out of the drive and the way has not been cleared, there is a shovel at the property.
- We highly recommend that your car be 4-wheel drive, or all wheel drive. If your car is 2-wheel drive, you must have chains. We highly recommend that ALL cars, trucks and SUVs carry chains.
- People contracted by Tahoe Luxury Properties shovel your walkways and decks. If you are home, the shoveler will knock on the door to ask permission to clear a deck that is not accessible from the exterior. If you are not home, the shoveler will not enter the home to access a deck. If you need them to come back during your stay, feel free to call us.
- Drive safely and use common snow sense. Use low gears when descending slippery hills.
ROAD CONDITIONS: 800-427-7623.

TOP 10 REASONS RENTERS LOSE ALL OR PART OF THEIR SECURITY DEPOSIT

1. Smoking in the house (you will forfeit your entire security deposit if there is evidence of smoking inside the house)
2. Parties or unauthorized guests (more people than is specified in the contract)
3. Extra cleaning required/moving furniture back in place
4. Stains on the carpet
5. Stains on the furniture
6. Hot tub (if applicable) is excessively dirty. Please shower before entering.
7. Unapproved pets or pet damage

8. Breakage/damage
9. Unapproved late checkout. Check out time is 10:00 am. You must receive prior approval from Tahoe Luxury Properties for a check out late. The cleaner will arrive at 10:00 am and if they cannot get started, they are still paid for their time, and you will be charged. If you would like a late check out, call Tahoe Luxury Properties 1 day prior to your check out date and we will try to accommodate.
10. Excessive long distance charges. Ensure you are using a local number for Dial-Up Internet connections. South Lake is long distance. You should be calling North Shore Tahoe or Truckee for no charge. Refer to your service provider to make sure you get a local number.

Have a wonderful vacation!!!