

## RIVERS END OUTFITTERS LLC'S GENERAL TERMS AND CONDITIONS

### **CAMP RENTAL: NO RENTERS UNDER 25 YEARS OLD**

Normal Check In: 4:00 PM Check Out: 10:00 AM. Early check-in and/or late check-out can be arranged ONLY in advance. If you check in or out the unit before or after without approval a \$50 fee will be charged for every hour to the card on file. We love to accommodate each one's needs but sometimes we are pressed for time and must abide by the normal check in/check out process. Our cleaning staff needs ample amount of time to clean and complete units for the next guest.

### **PAYMENT:**

We accept all major credit cards, cash, check, Venmo, PayPal & Zelle. We do not accept temporary checks. Checks are accepted only with proper identification.

### **DEPOSIT:**

A 25% deposit is required in advance of arrival (50% if booked less than a week, 100% less than 48 hours) to hold the reservation. Please call me at your convenience with your credit card information or please complete the Credit Card Authorization form. You can send a check made out to Rivers End Outfitters LLC to 123 Bradley Place, Belle Chasse, LA 70037. **Venmo, PayPal or Zelle: Contact Dana for details.** Please reference the confirmation number on the check or Venmo transaction. The balance will be charged with the card on file upon departure unless you wish to pay via check, cash, Venmo. Groups of 10 or more with lodging & fishing combined there will be a 50% deposit due. **There is a 4% charge for all credit card & PayPal transactions. 2% for all E-Check payments. There is a refundable \$250 security deposit due at the time of booking.**

**CANCELLATION:** If for any reason you wish to cancel the reservation your deposit will be refunded if you notify River End Outfitters at least 30 days (4 weeks) in advance of expected arrival. Failure to give proper notification will result in the following charges:

NO REFUND after 30 days on 25% deposit (but can be applied to a future trip, but taken within 6 months)

50% of total reservation if cancelled 7 days (1 week) prior to expected arrival

100% of total reservation if cancelled less than 2 days (48 hours) or day of expected arrival

### **YOU WILL NOT BE ABLE TO APPLY THE 50% or 100% PAYMENT TO A FUTURE TRIP**

**If your trip is canceled due to weather you can apply the deposit to a future trip or we can refund your deposit.**

If you cancel, please make sure you have confirmation from River End Outfitters via email or text. Telephone messages or conversation is not acceptable. Our email address is: [reodana@outlook.com](mailto:reodana@outlook.com) and texts should be sent to 504-905-7227.

**A welcome email will be sent a few days prior to your trip with a check-in document with directions and lock box codes and other info.**

## OCCUPANCY RULES FOR ALL CONDOS

### PLEASE MAKE SURE EACH GUEST KNOWS THE RENTAL RULES (CHECK-IN and CHECK-OUT RULES)

#### **\*\*NO PETS ALLOWED\*\***

Your signature on this agreement/contract, or payment of money or taking possession of the property after receipt of the agreement/contract, is evidence of your acceptance of the agreement/contract/terms/conditions and your intent to use this property for a vacation rental property.

If upon arrival, if you discover any damage to the property, **PLEASE NOTIFY US IMMEDIATELY** so that you will not be held responsible. Take photos if possible.

**SECURITY DEPOSIT:** A \$250 refundable security deposit will be charged at the time of your booking. You will receive the security deposit back once the unit is inspected and all check out procedures have been followed. **If you have any questions about this charge, please call me.**

1. Smoking is prohibited inside the unit. Do not litter the rental Property or the surrounding area with smoking materials, cans, bottles, or any other debris. If you violate this provision, you will lose your security deposit. **PLEASE EMPTY ASHTRAYS BEFORE DEPARTURE**
2. Only the guest party can stay in the unit overnight. Guests can visit but may not stay overnight. No bachelor or bachelorette parties, no adult exotic dancers (women or men). Any disruptive events could result in the immediate termination of this Agreement, eviction of Guest, and forfeiture of entire rental amount.
3. All members of the guest party agree to hold River End Outfitters and the property owners, solely and jointly, harmless for any accidents, injury or contracted illness sustained during their stay in the unit or on the premises.
4. River End Outfitters and its representatives are not responsible for the loss of personal belongings or valuables of the guest. Keep the unit locked when gone to protect your valuables. It is best not to bring unnecessary valuables with you during this visit.
5. Guests are expected to keep the property and furnishings in good order.

6. Only use appliances for their intended use.
7. **No fish cleaning, seafood boiling or deep frying inside the units or on top decks.**
8. Please leave all ice-chest outside the unit.
9. There is no daily housekeeping service. Bed linens, bath towels, shampoo, conditioner, bodywash and toilet paper are provided but there is no daily maid service. Towels and linens are not permitted to be removed from the unit. (Please call if you need anything)
10. Please be considerate of your neighbors and keep noise to a minimum.
11. If you decide to fish off the dock, please clean up your mess (bait, tackle, fish etc....)  
**DO NOT THROW DEAD FISH BACK INTO WATER.**
12. Do not throw any fish carcasses, duck, or any game carcasses into the Venice Marina water or onto the Marina dock. Trash is to be placed in the dumpsters only. Fish and game carcasses must be brought outside the marina water into the pass. Your guide will help you dispose of this trash properly. If a guest fails to abide by these Venice Marina rules the Marina has the right to evict you from the unit and you will be asked to leave.
13. If Rivers End Outfitters discovers any major damage or movable property missing it reserves the right to charge the guest, the fair market value for such items.
- 14. There will be an additional \$250 clean-up fee if there is any vomit, urine or feces found in places that should not be. You will also be charged the fair market value of any ruined items such as linens, mattresses, bedspreads, shower curtains, etc. I know most people who will read this will say to themselves, who would do such a thing? well they are out there, and they do exist, and we must put it in writing. We understand accidents happen but if you fail to clean up your mess or tell management about such things, we are more likely to not work with you on these extra costs.**
15. Never leave children unsupervised at our property without any adults. Guests are always fully responsible for the safety and security of their children.

# THE INSIDERS GUIDE ON HOW TO BE AN AWESOME NIGHTLY VACATION GUEST

EXAMPLES OF WHAT NOT TO THROW ON THE PROPERTY GROUNDS



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## WE HAVE PROVIDED MANY WAYS TO DEPOSE OF YOUR TRASH

NEED ASSISTANCE? Call us @504-905-7227





**TRASH:** During your stay, please clean up outside areas and take out all trash to the dumpsters daily and before you depart. We have critters in Venice, and they can make a mess. If you need any assistance, guidance, or garbage bags, please call us!! 504-905-7227

**PLEASE DO NOT PUT TRASH IN THE GARBAGE CAN WITHOUT A LINER!!!!**

**EXAMPLES OF WHAT NOT TO DO AFTER CHECK-OUT!!!**



**VENICE MARINA DUMPSTER LOCATIONS**



**STILL NEED ASSISTANCE?? PLEASE CALL ME 504-905-7227**

**Refrigerator- (Extra Condiments/Drinks):** We have found lots of guests leave behind unopened beverages and condiments each week. If you find items in the fridge, feel free to use the items if you would like. If you feel uncomfortable about them and do not wish to use them, please discard them upon your arrival.

**Kitchen Items:** We provide one roll of paper towels, dish soap, multi-surface cleaner, dishwasher pods, kitchen towels & garbage bags. Please call me if you need any of these items.

**Grocery Stores and Restaurants:** There are very limited stores and restaurants in the Venice area. We suggest you stop in the New Orleans area to get supplies. There is a Dollar General and a liquor store in the Venice area, there is also a bar and grille located in the Venice Marina and a few other restaurants in the Venice area.

**The Barbecue Pitt:** We have a propane or charcoal grills available to use, you will have to supply your own propane & charcoal. There may be a tank available and full, if not you will have to go to Dollar General or Elzy's to exchange for a full tank. Please clean the grill after use. **DO NOT PUT THE COVER BACK ON WHILE THE PIT IS STILL HOT OR ON.**

**Maintenance & Cleaning** -We make every effort to ensure that everything during your stay is always maintained and in working order and cleaned. If we have overlooked any item or if you experience issues during your stay, please contact **Dana Wilson at 504-905-7227 or Chris Wilson at 504-289-1764.** If we are having issues with items such as the ice maker or DirecTV, please know that we make all efforts to get these things fixed asap.

## Check Out Procedures:

Please follow the list below in order to receive your security deposit back in full.

Please report any accidental damage or breakages in a timely manner, especially before check-out.

- Check Out is at 10am (unless late check out was arranged in advance)
- Notify River's End Outfitters of any Damage.
- Please clean up outside, under the camp and dock area.
- **Place all trash (this includes inside unit trash and outside unit trash) in the Venice Marina dumpsters which are located across from the VM store/Restaurant and towards the back of the Marina.**

**Also please refill the outside trash can with liners provided. Need a liner? Call me 504-905-7227. You will lose your \$250 security deposit if you fail to clean up.**

- Straighten and return all furniture to its original configuration.
- Leave all linens and towels in the home and all beds unmade.
- Clean all food out of the refrigerator & cabinets that were brought with you. Dirty dishes should be placed in the dishwasher and turned on before leaving.
- Please turn off all small appliances such as coffee pot, etc.
- Please set the thermostat to cool 75 degrees before you depart.
- Turn off all inside and outside lights.
- Make sure all doors are locked and secure. Please return all keys to the lock box. (\$25 lost key charge)
- We are not responsible for finding and returning items you have left behind. Please walk through the property one more time to check closets and drawers so that nothing is forgotten.

We will contact you for credit card information to have the items returned to you via UPS/FEDEX.

**If you have not checked out by 10am and did not arrange late check-out your belongings will be taken to the REO main lodge @175 Sports Marina Road, and you will be charged an additional night's stay.**