

Timberlane Resort Rental Agreement

Please read your vacation rental agreement carefully before beginning your vacation.

Thank you for booking your stay at Timberlane Resort on Long Lake, managed by Lake Life Lodging. Any monies received for occupancy of a vacation property indicate acceptance of the terms of this vacation rental agreement in full. All policies are strictly enforced. It is the responsibility of all guests and their party members to be familiar with all policies pertaining to the rental.

Any violation of the terms of this agreement may result in removal from the property and termination of guests' rights to remain at the property. Removal from the property does not eliminate the owner's right to collect unpaid rent, fees, or damages from the guest.

Renter Requirements

For legal and accounting purposes, the person placing the reservation must be at least 21 years of age and must be the same as the credit/debit cardholder. This person is considered to be the guest. All other persons involved with the rental are considered to be the guest's invitees, and all discussions regarding reservation, cancellation, damages, and policies will be handled with the booking guest.

Fraudulent or unjustified payment disputes may result in additional administrative fees.

Payments, Fees & Cancellations

Timberlane Resort receives reservations through both direct bookings and third-party booking platforms. The payment and cancellation policy outlined below applies to direct reservations made with Timberlane Resort. Reservations made through third-party platforms may be subject to different payment schedules, cancellation terms, and refund policies based on the policies of the booking platform used. Guests are responsible for reviewing the terms applicable to their reservation at the time of booking.

Reservations are subject to the payment and cancellation policies in effect at the time the reservation was confirmed.

Reservations Made Prior to May 21, 2026

- If a reservation is made more than 60 days before the arrival date, a payment of 50% of the total rental cost is required to hold the reservation. The remaining balance will be charged automatically on the 60th day before the scheduled arrival.
- For reservations made within 60 days of arrival, full payment is due at the time of booking.
- If a reservation is canceled 60 days or more before the scheduled arrival date, payments received will be refunded, less any original payment processing fees and a \$75 service charge.
- If a reservation is canceled 30 to 60 days before the scheduled arrival date, 50% of amounts paid will be refunded, less a \$75 service charge.
- If a reservation is canceled less than 30 days before the scheduled arrival date, no refund will be issued.

Reservations Made On or After May 21, 2026

Reservations Made 210 Days (Approx. 7 Months) or More Prior to Check-In

- 25% of the total reservation cost is due at the time of booking.
- An additional 25% payment is due 60 days after the booking date.
- The remaining 50% balance is due 60 days prior to check-in.

Reservations Made Less Than 210 Days (Approx. 7 Months) Prior to Check-In

- 50% of the total reservation cost is due at the time of booking.
- The remaining 50% balance is due 60 days prior to check-in.

Reservations Made Within 60 Days of Check-In

- Full payment (100%) is due at the time of booking.

Cancellation Policy

- Reservations canceled more than 60 days prior to the scheduled check-in date will receive a refund minus a cancellation fee equal to 50% of the total reservation cost.
- Reservations canceled within 60 days of check-in are non-refundable.

Payment Methods & Reservation Defaults

- Checks are accepted as a form of payment; however, guests wishing to pay by check must make payment arrangements directly with Timberlane Resort management.

- A valid credit card is required to hold and secure all reservations, including reservations paid by check.
- By providing a credit card, guests authorize Timberlane Resort to process charges in accordance with the reservation payment schedule and terms.
- Payments made by check must be received by the applicable payment due date.
- If a scheduled check payment is not received by the payment due date, Timberlane Resort reserves the right to process the outstanding balance using the credit card on file.
- If the payment cannot be successfully processed and alternative payment arrangements are not made promptly, the reservation may be canceled and applicable cancellation policies and fees will remain in effect.

Telephone reservations may be held for five (5) days while awaiting deposit or payment arrangements.

By confirming a reservation, guests accept responsibility for all amounts due under the reservation payment schedule and cancellation terms.

We strongly recommend guests consider purchasing optional travel protection to help protect their trip investment.

Resort Reservation Modifications & Unforeseen Circumstances

While Timberlane Resort makes every effort to honor all confirmed reservations as booked, unforeseen circumstances, maintenance needs, safety concerns, operational issues, or circumstances beyond our control may occasionally require changes to accommodations or reservation arrangements.

In the event an issue arises that affects a guest's reserved accommodation, Timberlane Resort reserves the right to:

- Relocate guests to a comparable accommodation within the resort when available,
- Offer alternative accommodations when possible,
- Make reasonable reservation adjustments as necessary, or
- Cancel the reservation and issue a full refund of all amounts paid.

Timberlane Resort will make every reasonable effort to minimize disruptions and communicate any necessary changes as promptly as possible.

Timberlane Resort & Vacation Homes Pet Policy

To ensure the comfort and safety of all guests, pets are not permitted at Timberlane Resort or private vacation homes unless specifically approved in writing by management prior to arrival.

Unauthorized pets found on the property may result in:

- Additional cleaning and damage charges,
- Removal of the pet from the property,
- Termination of the reservation without refund, and/or
- Restriction from future bookings with Lake Life Lodging.

We appreciate guests' cooperation in helping us maintain accommodations suitable for all visitors.

Service Animals

ADA-recognized service animals are always welcome at all Lake Life Lodging properties. Owners should observe the following service animal guidelines:

- Service animals must remain under the control of their handler at all times.
- Service animals should remain leashed or harnessed unless doing so interferes with the animal's ability to perform its duties.
- Guests are responsible for cleaning up after their service animal and for any damages caused by the animal.

For the purposes of this policy, a service animal is defined under ADA guidelines as a dog individually trained to perform work or tasks for an individual with a disability. Emotional support, therapy, comfort, or companion animals are not considered service animals under ADA guidelines.

Damage Policy

Lake Life Lodging reserves the right to charge the guest's credit card for any uncovered guest or invitee-caused damages, losses, excessive cleaning, service calls, repairs, fines, or replacements resulting from the stay.

By accepting this agreement, the guest agrees to responsibility for such charges.

Upon Arrival

If there are concerns or issues with your rental property, please contact our office immediately. No refunds or compensation will be considered unless management is notified during the stay and given a reasonable opportunity to address the issue.

Emergencies / Maintenance

For problems accessing the property or issues involving the condition or functionality of the accommodation, please contact the Lake Life Lodging office immediately. If after office hours, please leave a voicemail and management will respond as soon as possible.

Arrival

Check-in begins at 4:00 PM. Early arrival requests may be accommodated depending on housekeeping schedules and availability but cannot be guaranteed.

Departure

Check-out time at Timberlane Resort is 9:00 AM.

Late departures may be accommodated with prior approval from management depending on housekeeping schedules and availability. Unauthorized late departures may result in additional fees of \$75 per hour beyond the scheduled checkout time.

Power / Weather-Related Interruptions

Lake Life Lodging does not issue refunds due to weather, road conditions, power outages, internet interruptions, forest fires, acts of nature, or other circumstances beyond management's control.

Guests are strongly encouraged to purchase travel insurance.

Number of Guests

The number of guests stated on the reservation must not be exceeded. All overnight guests must be included in the reservation.

The booking guest is responsible for the conduct of all guests and invitees during the stay and may be held financially responsible for damages, fines, or violations resulting from their actions.

Unauthorized guests may result in additional charges or termination of the reservation.

Parking & Vehicles

Guests are permitted to park the number of vehicles approved within their reservation. Vehicles must remain in designated parking areas.

Unauthorized vehicles or exceeding approved vehicle limits may result in additional charges or towing at the vehicle owner's expense.

Motorized Vehicle Use Policy

(ATVs, Side-by-Sides, Dirt Bikes)

For the safety of guests and protection of resort property:

- Operation of side-by-sides, ATVs, dirt bikes, or other recreational motorized vehicles is not permitted on resort grounds, internal resort roads, common areas, or on the golf course, including fairways, cart paths, trails, and grounds associated with Bear's Den Golf Course.

- Entering and exiting the resort directly to access public roads or approved riding routes is permitted.
- Recreational riding throughout the property is prohibited.

Violations may result in fines, liability for damages, involvement of law enforcement, and/or termination of the reservation without refund.

Linens & Towels

Towels, sheets, pillows, and blankets provided are not intended for outdoor use.

Daily housekeeping services are not provided during guest stays. Guests may be charged for damaged, excessively stained, or missing linens and towels.

Smoking

Smoking of any kind, including tobacco, marijuana, vaping products, and electronic cigarettes, is not permitted inside any Lake Life Lodging rental unit or building.

Evidence of smoking may result in additional cleaning fees, fines, damage charges, and restriction from future bookings.

Plumbing

Please do not flush feminine products, paper towels, wipes, grease, oils, coffee grounds, eggshells, or fibrous materials into toilets, sinks, or garbage disposals.

Guests may be charged for plumbing service calls resulting from misuse.

Right of Entry

Lake Life Lodging reserves the right to enter the rental property when reasonably necessary to investigate disturbances, verify occupancy, inspect for damages, perform repairs, or address maintenance or safety concerns.

Security & Safety Risks

Guests assume responsibility for securing the property during their stay. Doors and windows should be locked whenever the property is unattended.

Children must be supervised at all times.

Candles and open flames are prohibited except during emergencies.

Lake Life Lodging and property owners are not responsible for injuries resulting from guest negligence or failure to use reasonable caution.

Lost & Left Behind Property

Lake Life Lodging is not responsible for personal items lost or left behind during a guest's stay.

If items are recovered, management may attempt to contact the guest. Shipping and handling costs associated with returning items are the responsibility of the guest.

Unclaimed items may be discarded after 10 days.

Indemnification & Hold Harmless

Guests and invitees use the vacation property and surrounding premises at their own risk.

Lake Life Lodging and property owners shall not be held liable for injuries, accidents, loss, theft, damages, acts of nature, equipment malfunctions, or other incidents occurring during a guest's stay.

By accepting this agreement, guests agree to indemnify and hold harmless Lake Life Lodging and property owners from claims, demands, liabilities, damages, costs, or expenses arising from the guest's use of the property.

Timberlane Resort & Lake Life Lodging Team