



*Welcome
to
Graystone Cottage*



Owners

Cassandra and Jeremy Vincent

Graystone Cottage
1074 Springfield Road
Wilmington, New York 12997

Welcome to Graystone Cottage. We are very excited for you to stay here and hope that you enjoy your time in the Wilmington-Lake Placid area. Please feel free to let us know if you need anything or if you have any concerns. Jeremy and I will assist you in any way that we can.

Overview

Basic amenities have been provided including clean bedding, fresh towels, bathroom supplies for your first night, and more. You also have full access to our washer and dryer in the laundry area if you need to do laundry. A limited amount of detergent is provided.

Our kitchen is at your disposal. Feel free to use our cooking ware, utensils, and appliances as needed. We have plenty of storage space available for groceries. Please put your dishes in the dishwasher after use and run when necessary.

At GSC, each room has cable television and DVD players. The living room television is a Smart TV that you may use to access apps that you have accounts with, such as Netflix, Amazon, Hulu, and more.

Our home is a non-smoking environment. If you need to smoke, please do so outside and dispose of your cigarettes afterward.

Parking

Please park your vehicle in the parking area beside the house.

Groceries

The closest grocery store is the Little Super Market that is right around the corner on Route 86. There is a Price Chopper as well as a Hannaford in Lake Placid, approximately 12 minutes away.

WIFI

GSC has high-speed Internet access that you may connect to via wireless.

SSID: GraystoneCottage Password: *Given to guests at check in.*

Checkout Instructions

We kindly ask that you checkout of the house by 10 am. This will ensure that we have time to properly clean the house in preparation for other guests checking in.

When you checkout, please leave your house key in the lockbox by the front door.

Thank you!

Once again, thank you for staying with us. We sincerely hope you enjoy your time in Wilmington. It really is an amazing place. Do not hesitate to contact us if you have any questions.

Our contact information is listed below.

Sincerely,

Cassandra and Jeremy Vincent

whitesprucevrinfo@gmail.com

518.524.1080 (Jeremy)

518.569.9042 (Cassandra)

In the accompanying pages you will find important information regarding your stay at Graystone Cottage, such as emergency numbers, hot tub rules and instructions, television instructions, and a copy of the rental agreement.

Please read over this information carefully and feel free to contact us if you have any questions.

Cassandra and Jeremy Vincent

Important Phone Numbers

Owners

Jeremy Vincent 518.524.1080

Cassandra Vincent 518.569.9042

In the case of an emergency please dial 911.

NYS Police, Wilmington 518.946.7181

NYS Police, Troop B 518.897.2000

NYS Department of Environmental Conservation
..... 518.418.9404

Town of Wilmington 518.946.7174

Wilmington Fire Rescue 518.946.7087

Fire extinguishers are located in the living room closet and in the loft bathroom.

Battery-powered lanterns are located in each bedroom closet or dresser in case of a power outage.

Television and Entertainment Systems

All rooms at GSC have cable TV and DVD players. The Dish Universal Remote in each room is programmed to run the television and the receiver.

DVD Players

In the living room, master bedroom, queen bedroom, queen loft bedroom, and daybed area you will need to change the input/source on the television using the TV remote control. The DVD input/source is either a second HDMI or a component input setting.

WIFI

Free WIFI is available at GSC.

Network Name: GraystoneCottage

Password: *Given to guests at check in.*

Hot Tub Rules and Procedures

It is the responsibility of the guest to keep the hot tub cover secure when the tub is not being used.

The hot tub is serviced (water changed; chemicals balanced) prior to check in. If you and your party are staying for more than a few days the hot tub may need be serviced again at the midpoint of your stay. The owners will contact you to schedule a time that is convenient for you and your family.

We respectfully ask all guests to shower before each use of the hot tub. This will help to keep the chemicals balanced and the water clear. It is also

suggested that guests shower after using the hot tub, as the chemicals can dry out your skin.

It is expected that guests will use the provided bucket or hose to keep an appropriate water level in the hot tub. The level **MUST ALWAYS** stay above the water filter. Failure to keep an adequate water level allows air to be introduced into the filter system, which will damage the hot tub pumps and heater. Please contact the owners if you need assistance with adding water to the tub.

Guests shall not have more than 6 persons in the hot tub at a time.

There will be no unsupervised children under the age of 14 allowed in the hot tub at any time.

Please do not sit, stand, or put anything on top of hot tub cover.

Pets at Graystone Cottage

Pets are welcome at GSC. However, we expect guests to follow certain basic rules in regards to their pets.

- When pets are left alone in the home it is asked that they be crated.

- Please do not allow pets on the furniture without a pet blanket/sheet. Guests may be charged an extra cleaning fee if excessive fur is found on the sofa or in the beds.
- Please clean up after your pets, both inside and outside. For your convenience, there is a pet basket located under the kitchen sink.
- Owners are responsible for any damage to furniture, linens, etc. incurred by their pet(s).

Heat and Air Conditioning

During the summer months, air conditioning is controlled by the mini-split AC units located in each room. Remote controls for each AC can be found either on a dresser or end table near each wall unit.

- Each mini-split AC unit is capable of HEAT as well as COOL.
 - To COOL ONLY, set the unit to COOL and set your desired temperature.
 - TO HEAT ONLY, set the unit to HEAT set your desired temperature.

- To maintain a specific temperature that will HEAT OR COOL, use the AUTO feature and set your desired temperature.
- PLEASE NOTE: The baseboard heat is turned off during the summer months. The thermostats on the walls will not control heat in the summer. Heat can be obtained using the HEAT or AUTO feature on the mini-split units as described above.

During the winter months, Graystone Cottage is heated by baseboard heat. Temperature can be controlled using the wall thermostats located in each room.

Graystone Cottage

Rental Agreement

The owners hereby rent to the rental guest the property described as follows:

Graystone Cottage
1074 Springfield Road
Wilmington, NY 12997

This rental agreement starts the day that you book Graystone Cottage and place a deposit on-line or via phone.

- a. The first rental payment is due at booking, and the second rental payment is due 30 days prior to your arrival. Reminders will be sent to guests prior to the due date of the second payment.
- b. Check-in is no earlier than 4:00 PM on the date stated on your rental invoice, and check-out is no later than 10:00 AM on the date stated on your rental invoice.
- c. Upon request, during our slower seasons, we may be able to arrange an early arrival or late departure. However, please understand that during our busy season, on the day of your arrival, our housekeeping and maintenance staff are working hard to prepare the home for you. After your departure, our staff needs time to prepare the home for the next guest. Therefore, during our busy seasons, we may not be able to accommodate your requests for either an early arrival or a late departure.
- d. Graystone Cottage safely and comfortably sleeps 10 guests. Due to safety and legal constraints, at no time may renters have more than 10 people staying at GSC. Renters may be subjected to eviction if it is discovered that more than 10 people are staying in the home.
- e. Your reservation is secured when you, the rental guest, make a deposit online or via phone to secure the reservation and then make your final payment 30 days prior to the first day of your reservation. Failure to make your final rental payment may result in your reservation being cancelled.
- f. You, the rental guest, understand and agree that you will be held responsible for any damage that you or someone in your party causes inside or outside the home during your stay. We are not referring to a broken glass or dish, because

accidents do happen. By damage we are referring to items such as a broken door or window, a pet-chewed wall, a smashed television, or a broken hot tub cover. If such damage does occur, then the guest that reserved the home is responsible for contacting the homeowner immediately. The reserving guest will also be responsible for paying for that damage.

- g. The rental guest shall at their own expense provide the following utilities and/or services: food, beverages, firewood, and charcoal.
- h. The owners will provide the following utilities/services/amenities: heat, electricity, air conditioning, hot and cold water, bed linens, bathroom towels, hot tub towels, hot tub robes, and kitchenware.
- i. As a courtesy, the owners provide the following items to get guests through the first day of their reservation: toilet paper, paper towels, dishwasher soap, laundry soap, dryer sheets, hand soap, shampoo, conditioner, coffee, tea, cream, and sugar.
- j. On the last morning of the rental period, prior to leaving, it is asked that the rental guest lock the rental home and then lock the home keys in the lockbox by the front door.
- k. When the rental guest leaves the home at the end of the reservation, it is asked that the rental home will be left in the same condition as when the rental guest arrived, with the exception of reasonable wear, tear and guest usage. Please do not move any heavy furniture or appliances without permission.
- l. The rental guest shall not make any material or structural alterations to the rental property.
- m. The rental guest will not attempt to access the locked basement, the locked housekeeping closet in the dining room, or the locked cabinet in the loft.
- n. It is expected that all guests at GSC follow the hot tub rules and expectations outlined below:
 - i. It is respectfully requested that all rental guests shower before each use of the hot tub. Showering prior to entering the tub helps the tub chemicals remain balanced and the tub water clear. In addition, it is strongly suggested that guests shower after using the hot tub as the chemicals used can dry out the skin.
 - ii. It is expected that rental guests will keep the water level as it was prior to arrival. Getting in and out of the tub and excessive use will cause the water level to go down, and if the level drops below

the filter then the heater and or pumps can be damaged as a result. Guests may be charged if the heater or pumps are damaged due to low water. Please feel free to contact the owner(s) if water needs to be added to the hot tub during your stay.

- iii. Guests shall not have more than 6 persons in the hot tub at a time.
- iv. There will be no unsupervised children under the age of 14 allowed in the hot tub at any time.
- v. Please keep the hot tub cover secured when not in use. It is windy sometimes in Wilmington and the cover could blow off and be damaged.
- vi. Please do not sit, stand, or put anything on top of hot tub cover. Replacement for a broken cover is approximately \$300 and rental guests may be charged accordingly.
- vii. During the winter months please use the provided snow broom to remove snow from the hot tub cover.
- viii. Maintenance may be required on the hot tub during your stay (water tests, equipment tests, etc.) If maintenance is required, you will be contacted by the owner to schedule an appropriate time.
- ix. GSC's hot tub is regularly inspected and preventative maintenance performed so that it is in proper working order for guests. However, if a mechanical issue arises prior to or during your stay it may be necessary for a maintenance person to drain the tub and change parts. Such an occurrence is very rare, and if it does happen the hot tub should be up and running again in a few hours.
- o. It is expected that pet owners will only bring house-trained, well-socialized pets to GSC. Please do not allow pets on the furniture without a pet blanket/towel to protect the furniture. It is further requested that guests clean up after their pets, both indoors and outdoors (waste removal), and sweep/vacuum prior to departure. Guests are responsible for any damage caused by a pet.
- p. Smoking inside Graystone Cottage is forbidden. Smoking guests are expected to smoke outdoors and clean up all discarded cigarette butts.
- q. Before checking out on the last day, it is asked that guests put all dirty dishes in dishwasher and start it. It is also requested that guests start a small load of bed linens or towels before departing.

- r. Guests must take good care of the rented premises, including any and all equipment and fixtures. Guests agree to inform the owners of any maintenance or mechanical issues that arise during the rental period. The owners will make every attempt to fix any issues in a timely manner.
- s. The property owner/manager/maintenance person may need stop by to inspect the property during your stay. If this becomes necessary the owner will contact the rental guest to schedule an appropriate time.
- t. The owner is not responsible for injury due to icy steps, walkways, driveways, or falling icicles and/or snow. In winter months, guests shall be aware of possible icy and snowy conditions, and must take care to not stand under overhanging roofs where icicles and/or snow may fall. Snow shovels are provided for guests to keep the walkways, stairs, decks, and firepit area clean. Sand is also provided for guests to use on the decks, steps and walkways as needed.
- u. Guests must adhere to the Town of Wilmington Noise Ordinance: Wilmington enforces a strict noise ordinance after 11:00 PM.
- v. GSC provides cable TV and free Wi-Fi. If the internet or cable is not working, it is expected that guests will contact the owners. The owners, in turn, will contact the cable/internet provider immediately and attempt to resolve the issue in a timely manner.
- w. Guests acknowledge that his/her cell service may or may not have a strong enough signal to make or receive calls or text messages.

Cancellation Policy

No cancellations or refunds are issued due to weather related events, even if the area is experiencing heavy rain, wind, snow, ice, etc.

- If a guest requests a cancellation, bookings canceled at least 30 days before the start of the stay will receive a 100% refund.
- Bookings canceled between 14 and 30 days before the start of the stay will receive a 50% refund.
- Bookings canceled 14 days or less before the start of the stay will receive no refund.