



Here is a list of our policies/procedures:

- Check-in paperwork will be emailed 1 week prior to your check-in date. Double check your junk email folders and whitelist our email address! We will **REQUIRE** guests to sign the paperwork prior to arrival and email back to us. If you don't have the ability to email the signed paperwork then it must be mailed back to us at least a week prior to arrival. If you have questions about the check-in paperwork please email or call us and we will assist. The rental agreement will be sent via Adobe fill & sign.
- Payment is due at the time of check in unless you have a reservation on one of the following: 55' Cruiser, 60' Cruiser or 65' Executive. Those houseboats require payment in full 60 days prior to arrival. If paying via check(s) they must be mailed to us at least a week prior to arrival.
- We will be enforcing **STRICT** arrival times during your arrival date.

At least 1 week before your arrival date please communicate with your group a realistic & firm arrival time. We will email you 48 hours before your arrival to communicate with you about your confirmed arrival time that works for your group and us. To ensure your group and other groups checking in on the same day depart as scheduled for your vacations we all must work together to arrive as scheduled.

LOOK FOR THE GUEST PARKING SIGNS WHEN YOU ARRIVE.

- If you do not want staff to help load/unload Houseboats, just let us know, otherwise they are more than happy to help! There are only so many carts/wagons for guest use to haul gear from vehicles to Houseboats, another reason we space out our groups arriving.
- We encourage all guests to bring their own life jacket, but we do supply them on the houseboats. **WE DO NOT SUPPLY ANY CHILD LIFE JACKETS!**
- We will provide (2) kitchen dish towels and (2) pot holders, (1) pillow per person.
- A bedding package will be available for purchase at \$35 + tax per bed. The package includes: 2 Flat Sheets and 1 lightweight blanket. Please let us know in advance how many you would like.
- Guests must bring their own towels and beach towels.
- A YouTube link to our videos of orientations will be emailed to you. We will have staff available to answer any questions during check-in, while on the lake, & check-out. As always, we will provide on-water assistance during your stay as needed. **PLEASE WATCH THE VIDEO PLAYLIST AS IT WILL HELP CUT DOWN ON TIME FOR YOUR ORIENTATION!** We will send you the link for the playlist. It will be either the 44' Royalist or 55' Cruiser (will be similar to what you are renting as we haven't had any time to make more videos).

NEW CHANGE THIS YEAR ARE CHARCOAL GRILLS, NOT GAS GRILLS ON HOUSEBOATS. BRING YOUR OWN CHARCOAL OR WE DO SELL IT AT THE BASE PLEASE DISREGARD THE GAS GRILLS IN THE PICTURES AND VIDEOS.

<https://www.youtube.com/channel/UCK2VPVcVyXRyUn4I--98rpQ>

- IF bringing your own fish/ski boat, we will be conducting AIS inspections. Do not launch until inspected. Thank you for your patience and respect on this matter.
- We will provide complimentary, on the water service runs to your Houseboat(s) on Wednesdays & Saturdays. The service runs provide delivery of needed supplies and garbage pick-up. If we have to go off site to acquire requested supplies you will be charged a service fee for that time expense. Also, requested service runs any other day of the week will be charged a service fee.
- We ask that you adhere to your check-out time. Some houseboats take us longer to clean & disinfect than others and all depends on if your houseboat is rented to go out the same day.
- Once all inventory is accounted for and houseboat has been inspected, we will then run the final charges on the credit card that we have on file.
 - If any damage has been found, we will contact you.
 - If any items are found to be missing, you will be charged for them.
 - If you arrive at our docks before your arrival/departure time, you will be asked to wait until your scheduled time if dock space and/or staff are unavailable. If you are late for your check-out time you will go to the end of the line. As always if you are more than an hour late for your check-out time you will be charged a half day late fee.
- Final payments will be charged to credit card(s) on file as directed via our guests. After final payment guests will be emailed their itemized check-out invoice(s). You do not need to stay to wait for your invoice, you may leave as you wish to allow room for others during the check out process.

As always, cleaning and sanitizing our Houseboats is of the utmost importance, as it always has been. We take a significant amount of time to clean & sanitize every exposed surface on our Houseboats with EPA certified cleaners/sanitizers specified to combat the COVID-19 coronavirus.

We understand some of these policies/procedures may seem extreme to some of our guests, but the reality is that this is the new norm. To keep our business compliant and to run an organized resort; we are implementing the above measures.

We look forward to your stay and truly appreciate your support of our business.