

Hello Mr. John Doe,

Please see your arrival information below for your stay at XXXXXX.

Address: 1935 B Dodge Circle

Door Code: XXXX

WiFi Network: XXXX ; Password: XXXX

Directions from Airport: Follow signs towards SITKA from the airport. Proceed for about a mile and quarter. Proceed straight through the traffic light. At the traffic circle, take the 3rd exit onto Halibut Point Road and travel approximately 1.7 miles. Turn right onto Cascade Creek Road and travel for approximately .2 miles. Turn left onto Dodge Circle for approximately .1 mile. The destination will be on the left. Park to the left of the garage on the side of the house, with the staircase. Access to the rental is up the staircase. Please do not park in front of the garage. In case you have any further questions, please contact us via phone TOLL FREE: 1-800-750-4712 or reply to this email.

An arrival letter will be provided in the property with rules and departure instructions. Should you have any issues during your stay please contact Sitka Travel at 907-738-0176 or the owner Danielle at 1-907-738-9974.

Garbage day is on Thursdays. Please do not put your garbage outside the property or in the can prior to this day. If you have excessive amounts of garbage prior to Thursday, please call or text Sitka Travel for garbage pickup. Upon departure, please bag all garbage and leave inside the door. If garbage is left outside the property, Sitka Travel will assess a fine.

Helpful Transportation Tips:

Taxi Recommendations:

Martin's Taxi - 907-738-0619

Hank's Taxi - 907-747-8888

Public Transportation:

The Ride - 907-747-7103 or website: ridesitka.com

We look forward to seeing you soon!

Sitka, Alaska Vacation Rentals

www.sitkatravel.com

Your booking details are as follows:

Reservation ID: 00000000

Property Name: 1935 B Dodge Circle

Guest Name: Mr. John Doe

Arrival: 01/01/2020 @ 12:00 PM

Departure: 01/08/2020 @ 12:00 PM

Duration in Days: 7

Sitka Travel Rental Agreement

Your reservation total includes; rent, and if applicable; bed tax of 6% on your home rental, and sales tax (see below) on home rental, tours and services: Tax info and a link to the Sitka City and Borough Tax Code is provided on our website.

Sales Tax Structure:

6% Bed Tax Year Round for stays less than 30 nights

6% Sales Tax Summer April 1 - September 30

5% Sales tax Winter Oct 1 - April 30

RESERVING FOR STAYS 29 nights OR LESS

A 35% deposit is required to reserve, with balance due 60 days prior to arrival. Bookings made less than 60 days prior to arrival must be paid in full.

RESERVING FOR STAYS 30 nights OR MORE

First 30 nights, rent is due up front along with any fees and taxes to secure the reservation. Rent is due at the first of each month per 30 nights going forward after that. To cancel a reservation, we will need 30 days written notice.

Payment Policy

A credit card or check may be used on stays 29 nights or less. On stays 30 nights or longer, you are welcome to pay via electronic check (ACH) at no charge. A 3% credit card processing fee is required when paying by credit card.

Property Protection Program

Our properties and their contents are valuable and reasonable care should be taken with them during their rental. Our company, including the participating rental property homeowners we represent, is an additionally-insured participant in a Property Protection Program that reimburses certain costs for unintentional accidental damage to our properties during their rental occupancy. With our participation in this Program, except in certain circumstances, we may not collect and hold refundable pet, damage, or security deposits. We charge renters a non-refundable administrative fee to defer our costs for Program participation. If, during a renter's occupancy, the renter or a member of renter's party or renter's guest causes any damage to real or personal property of our rental property as a result of unintentional accidental acts or omissions, the renter must notify our property management office at that time, and before check-out. For rentals that exceed the coverage limits of the Program, we may collect a supplementary refundable (net of any damage reimbursement) security deposit from renter upon check-in. Renter is liable to us for any damages caused by the renter or a member of renter's party or renter's guest that are not reimbursed to us or exceed the maximum per-incident limit of our coverage, and the credit card on file and/or any collected security deposit will be charged. If the renter wishes to pay a refundable (net of any damage reimbursement) damage security deposit, renter must notify us before check-in. Special or large event and/or pet deposits may be charged in certain situations.

Covid-19 Update

We share your concern about Covid-19 and have instituted a "touch spot" disinfectant procedure with Clorox wipes, as well as our existing quality cleaning procedures. We will wipe down all touch-points in your rental with Clorox wipes, including but not limited to door handles, door areas, remotes, railings, counters, tables, appliances, etc.....everything you might touch with your hands. We will also leave Lysol and Clorox wipes in each rental for guest use. We use a high quality floor steamer that kills 99.9% of bacteria, germs, dust mites, staph bacteria, surface molds, and viruses during each cleaning.

Cancellation Policy

On stays cancelled 60 days or greater before arrival will incur a 10% cancellation or change fee. A reservation is considered confirmed when the dates are blocked or held for guest. There are no refunds for stays cancelled 60 days or less prior to arrival or after arrival **however we understand your concerns due to Covid-19, and we want to assist you on your Sitka trip.**

Our booking operation works with many Sitka residents who own the properties on our site, and depend on the income.

Your options for a refund for Covid related cancellations are as follows:

- 1. You may cancel up to two weeks before your arrival, for a 10% cancellation fee, or a 50% cancellation fee if cancelled less than two weeks prior to arrival.**
- 2. You may ask for a full credit that we hold, and you have the ability to re book later in the season, or in 2021. This credit will also guarantee you of 2020 rates next season, not our anticipated rate increases for 2021. There are no change and/or cancellation fees when credit is held by Sitka Travel and re booked at a later date.**

Unavailability of Rental

If for reasons beyond our control the unit reserved becomes unavailable, we reserve the right to move you to a rental of your preference, of equal or better value, or cancel the reservation and return any rental monies paid by you within 10 business days of notice of its unavailability, whichever you prefer. Neither Christine McGraw, dba Island Property Services, nor the rental owner, is responsible for any fees beyond what you have paid for the rental.

Home Description

Please read the home's description for all info, but, unless otherwise listed in description, all Sitka Travel's properties are fully-furnished, including all bed and bath linens, as well as a fully-equipped kitchen. Utilities, heat and electric, as well as cable TV and internet are included. Some homes may have limited internet or cable due to location.

Electricity, Heat, Cable TV and Internet, are very expensive in Sitka. Movie and music streaming may be interrupted if the guest goes over the data usage for that billing cycle. For Extended Stay Guests -if guest would like additional data added to the plan, please notify our office with request. If the request can be carried out, the additional data will be an expense to the guest. There is no extra cost for additional data for short stay guests. Guests are responsible and will be charged for pay per views. We want our Guests to be warm and comfortable, but keep the heat down when you are out of the house and close

the window if the heat is on. If discovered to have heaters going and windows open at same time, a "wasteful utility" charge may be added to cover wasteful utility use.

Check-in Procedure

Check in is at 3:00 PM or later on the day of your arrival. You can head straight to the property anytime after 3:00 PM, you do not need to check in with Sitka Travel prior to heading to the rental.

Directions to the rental along with the door code to access the rental will be emailed two weeks prior to your arrival. Housekeeping and maintenance personnel provide services to each home between occupancy in order to prepare for incoming guests. Sometimes, due to unforeseen circumstances, the home may not be ready right at 3:00 PM. This rarely occurs, but we do apologize in advance if it does happen.

*To request an early check-in, call our office a week or so prior to arrival to see if the property will be ready for an earlier than 3:00 PM check in. If the home is ready early, then we offer a complimentary check-in.

Check Out Procedures

Check-out time is 10:00 AM on the date of your departure. Follow instructions left in the rental as to what to do upon departure.

*To request a late check-out, call our office one day before your departure to see if a late check-out is available. If no guest is scheduled to arrive on the day of your departure, then we offer a complimentary late check-out.

Access Policy

Guest shall allow Homeowner access to the property for purposes of repair and inspection. Homeowner shall exercise this right of access in a reasonable manner and by giving 24 hours, unless the guest contacts us requesting for immediate repair. For stays 30 days or longer, Sitka Travel or the homeowner shall have the right to inspect once monthly for mold and will give 24 hours notice.

Lost and Found Policy

Sitka Travel and/or the property owner are not responsible for personal property left behind, stolen, or damaged during your stay. Every attempt will be made to locate lost items, but there is no guarantee that they will be found. Upon check-out, make sure and take all belongings and check the property carefully. Never leave valuables (cash, wallets, jewelry, cameras, etc.) unattended. If you find that you have left something behind, then call our office at 907-738-0176 and we will attempt to locate the items. There is a \$25 minimum shipping charge on all returned items. Items are held for 30 days and then donated to charity.

Cleaning Policy

All Sitka Travel vacation rental homes are stocked for your arrival with paper products including tissue, toilet paper, napkins, dish soap, laundry soap and dishwasher detergent. See individual home amenity list for more details about the home you are renting. Beds are ready and made for your arrival except trundles, futons, sofa sleepers. Additional bedding for each will be provided in the rental, however. Upon departure, please do not launder towels and sheets in the home, our housekeeping will do that. Some properties may require a mandatory departure cleaning fee, please check each individual rental for more info.

Leave the home in the same general condition as you found it. Staff arrives upon your departure to thoroughly clean and inspect the home.

For stays 30 nights or longer there is a \$100 cleaning fee required.

Any charges for excessive damages are charged to the credit card on file.

All food and drink spills should be cleaned up as they occur. Food and drink spills on carpet are considered to be damage, not normal wear and tear, and additional cleaning charges for professional cleaning will be charged to card on file.

Please empty refrigerator. Load and start the dishwasher with any dirty kitchen items.

Additional housekeeping charges may be applied if the home is in need of extra cleaning attention, and is charged to the credit card on file.

Re: Fish Policy

Sitka is a fishing community and we love our fish. But, NO FISH PROCESSING inside the rental; at no time is anyone to bring a fish in for cleaning/processing. Fish processing should be done at the docks, which all have processing sites setup. Failure to heed by this will result in an additional cleaning fee, which can range from \$100 and up, depending on the amount of cleaning needed. Cooking of fish and crab, if possible cook outside.

Pet Policy

Pets may not be left unattended in homes, garages, vehicles, or outdoors anywhere around the rental.

Due to homeowner or guest allergies, or the personal preference of homeowners, certain homes do not allow pets of any size.

"Pet Friendly" homes are available, with two (2) pet maximum per home. A \$50 to \$75 (plus tax) pet fee is added for the stay per pet. Pets are not allowed on furniture or in beds unless covered with a pet sheet that is provided in the rental. Guests are solely responsible for the behavior of the pet and any damage caused by the pet, and must follow guidelines given upon check-in.

If Sitka Travel discovers that a pet has been or is still in a home without prior approval, a \$350 fee may be charged for pest control, deep cleaning, and damages. Pick up all pet waste. If waste is not picked up in yard of home, then \$50 is charged to the credit card on file.

Smoking Policy

All Sitka Travel's Vacation Rentals are Non-Smoking Rentals: If you smoke inside, you WILL forfeit your damage deposit, and/or be charged on your credit card for; having all bedding, curtains, carpets and walls washed down and disinfected, as well as a minimum of 2 days ozone treatment to remove odors. Average price to be charged is \$600, but depending of size of home may be more. There are designated smoking areas outside with a butt disposal.

Guest Behavior

Guest agrees to leave room/home in the same condition as found and to return keys (if applicable) upon departure. Most rentals have push button security codes. If your rental has a key, failure to return the key will result in a minimum of \$35 fee for replacement.

Number of Guests

The number of Guests shall not exceed the number of Guests on your rental agreement/invoice. People other than those in the Guest party set forth above may not stay overnight in the property without our office, and/or the owner's approval. If more people are found to occupy premises than on the rental agreement, you may be evicted without a refund, or, if allowed to stay, you must agree to pay for the additional people at a rate of \$50 per person, per stay for anyone over 5 years of age. If you exceed the number allowed by the city license, you may be evicted or moved and charged for the higher rental. If evicted, your reservation will not be refunded.

Disturbance Policy

We want all of our guests to have a good time, but keep in mind that our homes are in residential areas and as such, behavior should be considerate. If owner or neighbors are disturbed by your behavior, you may be asked to quieten down, or be asked to leave. If asked to leave due to disturbing behavior, you will not receive a refund. This is a family oriented property. If a house party develops, all vacationers will be asked to leave immediately without refund. This policy will be enforced without exception. Groups renting under false pretenses will be evicted without refund. Over occupancy is considered a SERIOUS VIOLATION of this lease. Hosting parties, or subletting are not permitted and are Grounds for Eviction.

Hot Tub Policy

Some of our rentals have hot tubs. If the one you are renting does, the following rules apply. No children under the age of 12 permitted in hot tub at any time without adult supervision. When using the hot tub, remember there is a certain health risk associated with this facility. Use at your own risk. Our housekeepers sanitize and replenish chemicals in all tubs prior to your arrival; therefore, it may not be warm until later that evening. **DO NOT STAND ON THE HOT TUB COVERS.** Hot tub covers are for insulation purposes and are not designed to support a person or persons. They will break and you **WILL** be charged for replacement. Cost average \$600. Remember when not using the hot tub, leave cover on so hot tub will stay warm.

Water Access

In homes that are located on or near the water, all water-related activities, such as, but not limited to; swimming, kayaking, boating, fishing, walking, wading, beach-combing, is at your own risk. Neither Island Property Services, Sitka Travel nor its' Owners, nor the Home Owner, may be held responsible for harm that may result from these activities.

Bike and Kayaks

Some of our rentals offer free use of kayaks and bikes. If the rental you are renting has these available, the following rules apply; No one under the age of 12 may use without adult supervision. Both bikes and kayaks offer certain risk hazards, such as falling and drowning. Use at your own risk. In the event that either is damaged, please be sure to report the damage.

Sitka Travel reserves the right to enter the premises, if the need arises, without permission. We make every attempt to contact the guest to inform of the purpose and duration of time we will be in the home.

Neither Island Property Services dba Sitka Travel nor the individual homeowner have any liability to you or your family, or accompanying guests (collectively "Guests") for any injury, loss, damage to property of any Guest, personal injury or bodily injury of any Guest arising from your stay at one of our Sitka Travel properties.

You will defend and indemnify the homeowner and Sitka Travel, and hold them harmless, from and against any loss, cost, damage to property, personal injury or bodily injury, liability or expense (including attorneys' fees) or any third-party claim for any of the foregoing (collectively, "Loss") that may result from the behavior of any Guests or the non-compliance by any Guest with any of these Terms and Conditions (specifically including without limitation Loss caused by any animal owned by or in the care of you or your Guests, or violation of the Pet Policy) during your stay at a Sitka Travel property, except to the extent the Loss is caused by the negligence of any indemnified party.

Island Property Services LLC dba Sitka Travel is an agent for the owner, not an owner or tenant. As agent, Sitka Travel has the authority to act in the best interest of the homeowner in any and all situations. Each home is privately owned, including furnishings and appliances. Rules and regulations are on record with the owner and Sitka Travel and are given to each guest prior to check in.

By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

This agreement shall be governed by the laws of the state of Alaska. Each of the parties irrevocably consents to the exclusive personal jurisdiction of the federal and state courts located in Alaska, as applicable, for any matter arising out of or relating to this Agreement.

Vacation Rentals in Alaska are governed by the Hotel/Motel laws, where a guest is ensconced in a rental, failure to pay on the agreed upon dates may result in eviction with no more than 24 hour notice. Vacation Rentals are considered hotels and are governed as such.

Your Agreement

By accepting this rental agreement, you must hereby promise to pay by check, cash, or credit card, in which case, you give permission to charge your credit card for the amounts as agreed upon in the payment schedule. You agree that all rental monies are non-refundable per cancellation policy above. By clicking I agree, you are saying "I have read my rights to purchase travel insurance and have chosen to purchase or not purchase at my own discretion through Sitka Travel or, through an outside vendor. By signing or accepting this agreement online or in person, you are agreeing to all the rules and regulations as set forth within it.