



Welcome to Double Oak Resort on Table Rock Lake. We're glad you're here!

We extend a very warm welcome and trust your stay with us will be both enjoyable and comfortable. Following are Policies and Procedures you need to be aware of during your stay. For additional information regarding things to do in and around the resort, please feel free to browse through the information booklet located in your unit.

Policies & Procedures

Upon payment of your deposit, you are agreeing to abide by all DOR policies and procedures.

Check-In / Check-Out:

- **Check-in time is any time after 3:00 p.m.** Please contact us for availability of early arrival. During off-season, we can often accommodate this request.
- **Check-out time is by 10:00 a.m. on departure day and is strictly enforced.** Please observe this rule as housekeeping staff needs time to prepare the unit for our next guests. *We want to provide them the same check-in courtesy that you received.* If your unit is not vacated by 10:00 a.m., **a late fee of \$75.00 will be charged to the credit card on file for every additional hour.**
- Upon check-out, a staff member will take inventory and inspect each unit for evidence of smoking, missing items, and/or damages. If found, additional charges will apply. Please review "Departure Requirements" and "Smoking and Other Damages" below to prevent additional charges.

No In-Room Party Policy: DOR enforces a **NO IN-ROOM PARTY POLICY** to ensure we can protect the rooms and our guests at all times. This is also necessary to comply with local fire codes regarding the number of occupants in the guest rooms at one time. Large gatherings *are* allowed outside in the pavilion area.

Noise/Disturbance Policy: Each guest will conduct him/herself in a respectful manner and will not cause any nuisance or annoyance while on the resort premises, including our dock. DOR has a zero-tolerance policy for excessive noise or any activity that disturbs other guests. As this is a family resort, we ask that guests **curtail noise by 10:00 p.m.** to ensure quiet stays for everyone. In the event of a disturbance, one warning will be given to reduce noise. Subsequent warnings will be grounds for the removal of the registered guest(s) without refund of the initial deposit, and you are still responsible for payment of the remaining balance based on your scheduled departure date. Guest shall be bound to vacate when requested to do so. As a last resort, the police will be called to escort the guest off the property.

Smoking and Other Damages:

- **No Smoking:** All of our guest rooms are non-smoking (including electronic cigarettes), and guests are responsible for any damages or extra cleaning costs due to smoking. A \$250.00 fine will be applied for smoking in a non-smoking room. Smoking *is* permitted outside the unit, but please make sure doors are closed to prevent smoke from being drawn back inside. Large pails are located outside each unit for disposal of cigarette butts. Please smoke responsibly and be considerate of future guests.
- **Damages:** Anyone who negligently or intentionally causes damage to our units, its contents, and/or any other property that is part of the resort will be liable for damages (up to 10 times the cost of repair/replacement), including our resort's loss of revenue resulting from the inability to rent rooms while the damages are being repaired. Damages should be reported to the office immediately. We often have guests checking in right after you, and we may need time to schedule repairs.

Minimum Age Requirement: DOR *does* allow young adults 21 to 25 years of age to rent a unit, subject to an age differential surcharge. Unfortunately, there is a larger incident of disruptive behavior and destruction with this age group. If no occupant is at least 25 years of age, the name and phone number of their parents or someone else who will be responsible for their actions and expenses must be supplied. Any infraction of the resort policies will result in eviction without warning or refund. Please behave as responsible young adults and enjoy your stay. Otherwise, please choose accommodations elsewhere.

Pool: The pool is open from Memorial Day weekend through Labor Day weekend for use by DOR guests only. No one is allowed inside pool area when pool is closed. **Pets are not allowed inside the pool area at any time;** it's a health

and safety violation. **Children under 14 years of age *must* have an adult over 18 inside the pool enclosure with them at all times.** Pool rules are posted in the pool area as well as on the refrigerator in each unit. Rules must be followed for the safety of our guests. No lifeguard is on duty; swim at your own risk. DOR is not responsible for accidents or injuries, and we reserve the right to deny the use of pool to anyone at any time.

Dock / Lake: DOR's dock and swim deck are for guest use only. Please be safe and follow basic safety rules: do not swim under the influence of drugs or alcohol, never swim alone, do not swim during thunderstorms, avoid diving headfirst, and use proper flotation devices. Life jackets are available to guests upon request. No lifeguard is on duty; swim at your own risk.

No glass of any kind is allowed on the dock or near the lake shoreline. Trash and recycle bins are located on the dock for your convenience. Please do not litter. Table Rock Lake is owned and operated by the US Army Corp of Engineers. The Missouri State Water Patrol has the responsibility of patrolling major waterways in Missouri, which includes Table Rock Lake. Littering is considered a Class C misdemeanor unless it creates a substantial risk of physical injury or property damage to another. In that case, littering is considered a Class A misdemeanor.

Water Trampoline: The Aqua Jump Water Trampoline is available for use from Memorial Day weekend through Labor Day weekend (lake level permitting), by DOR guests only. Although designed with the safety of the active family in mind, use of this product involves inherent risk of personal injury. Persons who use this product assume all risk of injury and **must fill out a waiver** in the office **prior to use**. The parent or guardian of minor children must sign on behalf of all minor participants prior to use.

Visitors/Guests: Our pool, dock, water trampoline, kayaks, pedal boats, and all facilities are for use by registered guests only - strictly enforced due to insurance! If you would like to invite guests to spend the day with you, please request approval from us before extending an invitation to other people to visit. Approval depends on occupancy at the time of your visit. There *is* an admission fee per person per day. Please check with the office for pricing. Visitors must come to the office and register as "extra person(s)" in your party. They will be allowed to utilize all amenities, as long as all policies and procedures are followed. Charges for your guests will be added to your bill.

Pets: DOR is a pet-friendly property, but please be considerate of other guests. Well-behaved, house-broken, attended pets are allowed with proof of rabies vaccine. It is our strict policy that all guests bringing pets to the property **MUST** register your pet with the office. The full pet policy is posted on our website and is available in the office where it can be reviewed at any time. If you do not agree to abide by the pet policy, we cannot accommodate your pet. A pet fee will be charged to your room stay in accordance with our policy.

Cancellations/Refunds (there are no exceptions, even with future travel restrictions, illness, or job loss): A cancellation is defined as a full cancellation, changing dates, no show, shortened stay, changing units, or cancelling one unit in a multi-unit stay. Once your reservation has been confirmed, your unit is no longer on the market and all other requests are refused. Therefore, our cancellation policy is strictly enforced. Please notify us immediately if you need to cancel. Every effort will be made to rebook your unit. **All cancellations incur a \$50.00 re-listing fee** in addition to the specifics mentioned below. Re-listing fees are per unit rented. Refunds will be minus the re-listing fee. Sorry, there are no refunds for late arrivals or early departures.

- **Off-Season Reservations** – Cancellations more than 21 days prior to your scheduled arrival will receive a full refund minus the re-listing fee. For cancellations within 21 days of your scheduled arrival, your entire deposit will be forfeited.
- **Peak-Season Reservations** – Deposit is forfeited if reservation dates are not rebooked for full reservation. For cancellations within 30 days of your scheduled arrival, payment in full will be due. If we *are* able to rebook, you will receive a full refund minus the re-listing fee.
- **No-Shows** - No-shows will be charged for all days reserved.

Optional cancellation or travel insurance is available through many insurance companies and may be purchased separately. However, Double Oak Resort doesn't recommend any specific company.

Important Points:

- **Double Oak Resort is privately owned;** the owners and property managers are not responsible for any accidents, injuries, or illnesses that occur while on the premises or its facilities, nor are they responsible for the loss of personal belongings or valuables of the guest. By accepting a reservation, it is agreed that you and all guests are expressly assuming the risk of any harm arising from their use of the premises or others who they invite to use the premises.

- **The unit is not child proofed.** If you see anything that your child may get in to, please move or put it up to ensure your child's safety.
- The unit must not be occupied by more people than you have specified.
- The unit will be clean when you arrive. You must follow our checkout procedures to avoid extra cleaning fees.
- We do NOT provide phone service.
- This is a family friendly property. Smoking, illegal drugs, underage drinking, fireworks, firearms or excessively loud music or noise is not permitted anywhere on the property.
- **Unit towels and linens may NOT be removed from the unit, except for laundering.** Please plan to bring your own towels for swimming, etc.
- Any items left following your stay will result in an additional shipping and handling fee to return forgotten items.
- This stay is not a lease, and you are not a tenant. Your stay is a short term, transient occupancy and falls under the accommodation's regulations.
- By making a reservation with Double Oak Resort, you are opting into email and SMS text communications, and you are agreeing to abide by all DOR Policies and Procedures.

Settling Your Account: Departure days can be a little hectic for DOR staff as we prepare for our next guests, so we ask that you **settle your account during office hours the day before departure.** **Express checkout is available** if you will be paying with the credit card we have on file; no physical checkout is required. **Just let us know in advance if you prefer this method.**

Departure Requirements: Please wash, dry, and put away all dishes and utensils used, clean out the refrigerator, and remove garbage from the unit prior to departure. Trash should be deposited in the trash bins located to the right of the ice machine. Our housekeeping staff will do the rest! Guests may be charged for extra cleaning at a rate of \$75.00 if dishes must be washed and/or unit is left excessively dirty on the day of departure.

A kitchen inventory checklist is located inside one of the upper kitchen cabinets. Please ensure any items taken outside the unit for use at the pavilion, etc. are returned to their proper place prior to departure. Otherwise, you will be charged for replacement of any missing items.

An inventory will be conducted by the housekeeping staff upon your departure. All losses and damage beyond normal usage and over \$8.00 will be charged to your account.

Thank you for choosing to stay at Double Oak Resort. We welcome your comments and suggestions. We want every guest to leave here wanting to come back again and willing to recommend us to your family and friends. If something doesn't work or just isn't quite right, please let us know right away so we can try to remedy the issue.

We hope you enjoy your stay and will come back again soon!