

# Serenity Estate Frequently Asked Questions and Things to Know

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*Thank you for your interest in Serenity Estate. In order to avoid any misunderstandings we have developed a set of Frequently Asked Questions and their answers. We hope this document is helpful.*

- 1. What are the amenities in the surround areas?**
- 2. Why is there a limit on the number of people allowed at the cottage?**
- 3. Where can I rent a boat in the area?**
- 4. What are the payment terms?**
- 5. What is the Security Deposit?**
- 6. What is the cancel policy?**
- 7. How do I reserve?**
- 8. What are the methods of payment?**
- 9. Where do I get the keys and directions to the cottage?**
- 10. What is provided at the cottage?**
- 11. What do we have to bring to the cottage?**

## **1. What are the amenities in the surround areas?**

When you arrive you will find the “Serenity Estate Manual” which will have details, location and pricing (where available) of local amenities. Local amenities include:

- Groceries & Variety Stores
- Restaurants
- Boat rental
- Pizza and other deliveries
- Golfing & range
- Boat & Car repairs
- LCB) & Beer
- Skiing (Cross & downhill)
- Fuel depots
- Markets
- Hiking
- Etc.
- Native craft stores
- Tourist attraction
- Other boutique shops
- Paint ball

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## 2. Why is there a limit on the number of people allowed at the cottage?

This is most important and is usually based on safety, respect of the neighbours, capabilities of the septic and water system, and other factors.

We also ask that you limit day visitors to your cottage to a maximum number of 5 people. In other words if your cottage allows 12 renters, then you should never have more than 12 renters overnight and 5 guests during the day for a total 17 people on the property at any one time.

## 3. Where can I rent a boat in the area?

If you wish to rent a motorized watercraft, there are several marinas on Rice Lake who rent watercraft, supply fuel, do maintenance and provide snowmobile supplies.

- 5369 Harris Boat Works Road, Gores Landing, ON K0K 2E0 (905) 342-2153  
harrisboatworks.net

If you are confused about licenses needed to operate a motorized boat in Ontario, visit the following web site for all the information needed <http://www.boaterexam.com/?id=301>

## 4. What are the payment terms?

Deposit of 50% payable on booking when more than 50 days prior to vacation commencing

Balance payable 45 days before commencing. Failure results in cancelation policy being invoked and the time of booking will be open up again for rebooking by others.

When booking within 50 days of vacation commencing, full payment is due at time of booking

## 5. What is the Security Deposit?

Damage/Security Deposit is a \$500.00 refundable security deposit if there was no damage, satellite charges, garbage left behind or extraordinary cleaning needed, in which case, the charges to rectify the situation would be deducted from your security deposit.

If you are paying for your cottage by credit card, the signed contract also authorizes the owner to debit the credit card for any costs incurred by the Cottage Owner relating to damages by the renter, excessive cleaning requirements, loss of dump card or key, or other costs ( to a maximum of \$500 ) not covered in the rental agreement relating to occupancy of the cottage and use of any recreational equipment."

In essence, with a credit card purchase, we have done away with the security deposit but by signing your rental agreement, you now understand that you are still responsible for costs incurred up to \$500 per the above statement. When you rent this cottage, we ensure that the cottage is clean, organized and ready for occupancy before you arrive. We check the cottage before your arrival to ensure that everything is in order.

On the other hand, if you are paying for your cottage by cheque, we ask that you also submit a separate cheque in the amount of \$500 as security deposit and this cheque will be returned to you within 45 days of departing the accommodation if there were no damages

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by you or your group, excessive cleaning requirements, loss of dump card or key, or other costs ( to a maximum of \$500 ) not covered in the rental agreement relating to occupancy of the cottage and use of any recreational equipment.

The deposit is kept for 45 days which gives the owner of the cottage time to receive his applicable bills. Any PPV movies are deducted from your security deposit.

You are expected to return the cottage in the same condition you get it in.

After your departure, the owner checks the cottage again before the next renter arrives and if the cottage needs cleaning after your use or repairs have to be made, the cottage will be cleaned and the repairs done and cost of that cleaning and those repairs if needed, to a maximum of \$500 will be charged to your credit card or debited from your security deposit. A full accounting of these charges will be forwarded to you by email.

If you or someone in your group inadvertently breaks something, you are asked to please notify the owner out of courtesy to the owner and/or next renters. If garbage is left behind, you will be charged \$5.00 per bag plus delivery charge for removal of this garbage to the local land fill site.

### 6. What is the cancel policy?

1. With 45 day notice or more, \$100 is kept for administration and the rest will be reimbursed.
2. With 44 days or less notice, reimbursement only for the amount, if any, that the owner is able to collect from another renter for that cancelled period, less \$200 for administration.
3. Guests should take out travel cancelation insurance

Get **travel insurance** quotes from competing companies. Buy online.

<http://www.kanetix.ca/Travel-Insurance>

Or

CAA. Auto - **Insurance - Travel.**

[www.caasco.com](http://www.caasco.com)

Why do you need travel cancelation insurance? Financial impact of a late stage cancellation prevents refunds. Late cancellation is 44 days from vacation commencement. It is important to have travel insurance as the unexpected does happen. Such as:

- Renter A arrives at the property and stays two days, then calls to say they have to leave because her father has been taken ill and they have to get back to their family.
- Renter B emails three weeks before the vacation to let you know she has developed an allergic reaction and has to go into hospital for tests over the period of the stay at the property.
- Renter C wishes to cancel and get her money back because her daughter failed her school year and will be going into summer school over the period of the holiday.

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## 7. How do I reserve?

Complete the Reservation/Contact Form under the "Contact & Pricing" site page or just email us at [SerenityEstate@gmail.com](mailto:SerenityEstate@gmail.com). We will target returning your contact within 24-hours. Most of the details unique to your request, including pricing, may be concluded during this first contact.

The rental agreement and deposit must be processed before the property becomes officially booked.

For more details download the Quick and Easy Reservation Info. Document located under the site "Rental Terms".

## 8. What are the methods of payment?

Payment by Credit Card (Preferred)

- If you plan to pay for your cottage by credit card, the booking application will have a provision for your credit card number and authorization. We will issue you an invoice to pay your initial deposit which is half the rental amount. This deposit will hold the cottage you have chosen in your name for the dates of your vacation. 45-days before arrival you will receive an invoice for the balance. Upon full payment, you will receive access instructions (email) 1-week prior to arrival.

Payment by Cheque

- If you plan to pay for your cottage by cheque, we ask that a cheque for one half of the rental amount be immediately mailed. When the deposit has been received & processed, your reservation will be confirmed. The remaining balance is due 60 days prior to your arrival, together with a separate cheque in the amount of \$500 which represents your security deposit. The security deposit cheque is not cashed unless needed and is returned to you approximately 45 days following your departure providing there are no additional charges incurred during your stay at the cottage. When the balance of the rental fee has been processed, your final confirmation and access package (email) will be sent to you 1-week prior to arrival.

## 9. Where do I get the keys and directions to the cottage?

Upon final payment being processed, we will send an email information package that will include driving directions and how to gain access.

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## 10. What is provided at the cottage?

- Serenity Estate is equipped with 2 queen beds, 1 double, 1 twin, 2 singles and bunk bed. Each bed is supplied with its own mattress cover, pillows, pillow protectors, pillowcases, comforter, and bed sheets. Additional blankets are to be found in the closets.
- A set of towels, dishcloths and dish towels are provided and there is a main floor laundry facility available to clean bedding, linen and towels for repeated use.
- Serenity Estate comes equipped with: inside and outside furniture, fridge, stove, dishwasher, washer, dryer, microwave, coffee maker, toaster, dishes, glasses, cutlery, pots/pans, and general kitchenware, as well as a vacuum cleaner and cleaning equipment.
- The following supplies are also included: toilet paper, coffee filters, garbage bags, soap, detergent and cleaning supplies.
- TV and internet access are free, however down loaded media or PPV movies are at the expense of the RENTER.
- Use of Canoe and Paddle boat are free, however RENTER must bring their own lifejackets as it is virtually impossible for the OWNER to have the right fitted lifejacket for boaters and swimmers (*there are a few spare life jackets*).
- Sauna is available for use under adult supervision. RENTER is accountable to ensure safe operation and that the sauna is promptly turned off.
- A reasonable supply of firewood, however wood burning is allowed in the living room fireplace and designated beach fire pit only. RENTER is responsible for fire safety.
- The OWNER endeavours to ensure RENTER does not run out of supplies and has estimated supply amounts based on occupancy allowance and normal use. If amount is exceeded, the RENTER may purchase more supplies from local store and at their expense.
- The OWNER pre-inspects the working condition of all products however does not guarantee against damages against mechanical failure of heating, air conditioning, water, television, DVD or other appliances or electronics or entertainment products. The RENTER agrees to report any inoperative equipment to OWNER.

## 11. What do we have to bring to the cottage?

- The phone available makes only local calls from Serenity Estate. RENTER is strongly advised to bring along a cell phone and charger in case they need to make such calls.
- The water comes from a well and is tested every six-months. The Regulatory test result shows ZERO findings and is declared fit for consumption. Latest tests results are posted in the Serenity Estate manual. RENTER is responsible for their own bottled water.
- Bring your food, beverages, ice & cooler containers or buy locally.
- You should also bring your own PFD's (personal flotation devices) better known as life jackets. Every person in a boat of any kind in Ontario is required to have a life jacket. Life jackets are a very personal thing and you should go to a store where someone will help you to choose the right kind of life jacket and have it fitted properly. The owners are NOT to provide life jackets for renters as it is virtually impossible for the owner of the cottage to stock enough life jackets to fit all sizes of renters.