

Although most of this is just common sense, we have had bad experiences over the years so I want to be clear about how you should find the house and how you should leave it.

CHECK IN PROCEDURES

Our staff will have cleaned the home and changed the hot tub water before your arrival. That may have happened 2 days ago or 2 hours ago. That timing will affect the house temperature, the hot tub temperature, the number of lights that are on, etc.

1. Please head to the thermostat in the kitchen and crank up the heat if necessary. The furnace is quite powerful and the home will warm up very quickly. You can also flip the switch to throw on the gas fireplace while you are waiting for the house to warm up.

The thermostat takes a little getting used to. If you turn it up too much you'll find it gets very hot....It can get much too warm at night upstairs if you leave it up too high. Please adjust the thermostat down before you head up to bed rather than opening the windows in the middle of winter ☺

2. You should check the hot tub temperature (displayed automatically on the screen) and then push temp up once to see what it is set to. You'll want to turn it up to 102 to 104 if it isn't already. If the tub was just changed then it will be cool but already set high and heating. If it was done several days prior, it may be quite hot (in the 90s) yet not heating anymore because it has entered its ECONOMY mode. If that's the case, press the mode button just once to put the tub back to standard mode, then press temp up until it's between 102 and 104.
3. We can't fix what we don't know about!!! If our staff has overlooked something, or you're too cold, or too hot, or there's not enough hot water, or the driveway's not plowed, etc. etc....please contact someone and we will do our best to make it better.
4. I always try to call my guests on their arrival night but I have been known to forget and sometimes you may get in quite late. If you don't hear from me for any reason, I would love a quick call to let me know you've arrived safely and that everything is in good order. (mostly I just want you to call me so you can tell me how awesome the house looks ☺) Since it may be very late, please call my cell phone at 203-619-2099.



Following these procedures helps to keep our home in one piece (and helps keep our costs down).

Failing to comply may result in the loss of part or all of your security deposit.

CHECK OUT PROCEDURES

1. You can leave the hot tub as is but be sure the cover is on properly, thanks.
2. Turn the thermostat down to 50. If you have opened windows, make sure they are closed before you depart.
3. Please bring all garbage out to the barrels out front, including any perishable food items from the refrigerators. If the barrels are full, leave additional bags or garbage alongside. If you separate your recycling, please let me know and I will ask my staff to pick it up to recycle....THANK YOU!
4. Please do all dishes in the dishwasher or by hand. (you may leave the dishwasher running when you leave).
5. Leaving beds unmade is best and it helps the staff know which beds have been used.
6. Please double check that ALL lights are off, windows closed, and doors LOCKED. Be sure you have replaced the key in the lock box and that you have left the other keys behind.
7. If there are messes that you can't deal with, broken items that need fixing, items that were ruined and disposed of, anything we might want to know about so we can clean, fix or replace...please let us know. I do not keep security deposits for incidentals; I just want to know what might need attention.

If there is any mess involving urine, feces, vomit, or any other bodily fluid and it is not cleaned properly or brought to our attention, we will retain your security deposit to tip out our cleaning staff.