

House Guide ~ *Bennington is here for you.*

We are here to help you have the best vacation possible. That is sincerely our goal. We are, unfortunately, human (Klingon or Martian would be so much more fun), and so when we make a mistake, please let us know so we can fix it right away.



Guest Portal. All the info you need about your rental and your reservation is at www.sunriver.life. Login with the email you used for your reservation and your check-in date.

Inspect Your Rental Upon Arrival. When you arrive, take a walk around, check-it or test-it and let us know if we need to come out and fix anything for you. Seriously, that's our job.

Take great care of our Home. We know most of y'all were raised right, so this doesn't apply to you. For those of you raised by wolves – this is someone else's home – please leave it in as good or better condition than you found it.

Occupancy. If the occupancy says 10, that means there should never be more than 10 people in the house (except for children under five years of age, you can have like 100 of them).

Hot Tubs. If your rental has a hot tub, it is managed by a professional hot tub company. We put up a safety sign by every hot tub. We recommend you follow the safety precautions. Hot tubs are incredibly fun to have while on vacation and sometimes, like all machines, they stop working. We will refund 10% of your rent each night you can't use the tub. **The key to unlock the hot tub is on a yellow tag (says "hot tub") and will be hanging on or near the refrigerator.**

Pets. We love dogs, but not all of our homes allow dogs. We are confident your guinea pig is well trained, but please only dogs in our pet-friendly homes. Service animals, as defined by the ADA, are permitted in pet-free homes, but not Emotional Support (ESA), "companion", or "comfort" animals.

Check-In Time. Check in time is 5:00PM, although in some cases we may need you to check-in at 6:00 PM. We will let you know if it's 6:00 PM. We know, 6:00 PM is late for you early go getters, but trust us, there is nothing worse than a dirty vacation rental. **Text us when you arrive in Sunriver and we are happy to let you know if your rental is ready early.**

Check-Out Time. Check-out is 10:00 AM. If you need a later check-out, please contact us at least 24 hours in advance. We are unable to allow late checkouts during July and August. To complete your vacation rental exit adventures, **please follow the check-out instructions at the end of this document.**

After-Hours Emergencies. Our team is available Monday to Saturday until 5:00 pm for all your questions and needs and we are available after 5:00 PM for emergencies. For after-hours emergencies please call 888.894.4902.

WiFi. Login to our Guest Portal to access the wifi password. Our homes have at least 100mbps internet. WiFi strength can vary greatly throughout the house, so we recommend bringing an ethernet cable to utilize the fastest internet speeds. Sunriver's internet can be unreliable at times so if internet is life or death for you, we suggest bringing a back-up (i.e. mobile hot spot).



How do I find my rental? Getting lost is a common Sunriver experience. Here are some tips to help you find your rental: (1) You can find step by step driving instructions to your vacation rental via our guest portal. (2) Don't trust your GPS. It is not super reliable in Sunriver. (3) There are maps to grab at roadside stations throughout Sunriver. (4) Most streets make a loop where the home #'s increase clockwise around the street always starting with 1, 2, 3, etc. (5) Save a photo of the front of your vacation rental on your phone for easy recognition (the streets and houses tend to look a lot alike).

TP, Soap, & Towels, Oh My. Our homes are stocked with the majority of what you will need. You'll find cookware and dishware, clean linens, bath towels, hand towels, wash cloths, and hot tub towels. We also got you covered with a starter supply of toilet paper, paper towels, dish soap, dishwasher soap and bar soap (5-7 nights worth). If you find yourself down to the last TP square, come by our office and we are happy to hook you up with more of what you need (we have a **Hospitality Hut** stocked with plenty of supplies if you run out)

What to Bring or Buy. Nunchucks (for defending against wild squirrels), food, clothing (pack some warm clothes, it gets cold at night even in the summer), your favorite spices and condiments, cooking oil, butter, zip-lock bags, plastic wrap, aluminum foil, bike helmets, flash lights (for night time exploring), specialty cooking items (wok, rice cooker, etc.), and your favorite organic-coconut-ginseng-infused shampoo & conditioner.

Bikes. Please only ride the bikes on the paved trails in Sunriver.

Reservations Recommended for Restaurants, etc. We recommend making reservations for restaurants and activities in advance of your arrival. Many businesses have reduced their offerings and hours to accommodate the shortage in labor.

Community Guidelines. There are many grandmas and grandpas that live in the Sunriver area. We lovingly encourage you to follow the guidelines and please do not feed the grandmas!

(1) Please park your car in your vacation rental's driveway only (not in the neighbor's driveway or on the side of the street). Extra vehicles, RVs, boats, trailers, etc. need to be parked at our office if there is space (56842 Venture Lane). In **Caldera Springs** only 4 vehicles are allowed in the driveway at one time. Extra vehicles can be parked in the Caldera Club House parking lot.

(2) Quiet hours are from 10 PM to 7 AM.

(3) Grandma loves kids and dogs, just not yours when they are pooping and running through her yard.

Lost & Found. If you leave something at our home and the item appears to be of value, we will conveniently not be able to find it for you. Totally kidding. We take extra special care to make sure those items are returned to you. Other items, like cell phone chargers and dirty underwear, we won't call you about. We keep those less important items for 14 days and then donate them to a local charity.

Check-Out Instructions

Thank you for being our guests. We sincerely hope you had a wonderful visit to Sunriver. If there is anything we need to improve about our home or our services, please consider sending us a private message. We are a small family business and we value your input.



Check-Out Time. Your door code expires at your designated check-out time. If you need more time for check-out, please ask 24 hours in advance. We are not able to grant late check-outs in July and August (fees may apply for a late check-out).

Dishes. Clean all dishes and cookware. It is ok to leave the dishwasher running when you depart.

Linens & Towels. Leave linens on beds and towels in bathrooms.

Hot Tub. Lock up hot tub and put key back on key hook.

Trash. Place garbage into cans located in the designated trash enclosure.

Recycle. Take recycling home or to the recycle center located between Circles 3 & 4. Thank you for recycling!

Bikes. Return all bikes to the garage. BBQ: Cover BBQ, scrape food off grates and turn OFF propane tank. If you had to use the spare propane tank in the garage, please report.

Personal Belongings. Shipping from Sunriver is expensive. Please do a walk around of the house, checking under beds, behind doors, in drawers, etc. Don't forget your phone charger!

Lights. Turn off all lights.

Dog Waste. If you brought your best friend, please remove all waste (fees may apply for waste not removed).

Secure Home. Close and latch all windows and doors.

Heat. Follow instruction at thermostat(s).

Report. Please report any damage, cleaning, or maintenance needs.

Check-Out. Close door and enter 123456* on the electronic lock. Test door to make sure its locked. If there is no electronic lock, please put key back in the lock box.

Safe travels home. We sincerely appreciate you!