

House Rules

We are 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. There is so much cool info in our guest portal. You gotta go check it out. Your email and arrival date will gain you access. [GUEST PORTAL](#)

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.

Maintain 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).

At your own risk. We've gotta just say it – please take responsibility for yourself. We promise not to sue you. Let's stay friends and stay out of court.

Damage. If you break it, you buy it.

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.

Check-Out Time. Check-out is 10:00 AM. Our incredible door locks cannot (yet) transport you home (holy cow, wouldn't that be nice) but they can transport you outside of your vacation rental. We love, love, love it when our friends and family do just a few things to help us out before checking out. PS. You are our friends and family. To complete your vacation rental exit adventures, please follow these instructions. [CHECKOUT INSTRUCTIONS.](#)

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 afterhours emergencies please call 541.948.5055.

WIFI. 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).

We hoarded TP for you. 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, laundry 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.

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, flashlights (for nighttime exploring), specialty cooking items (wok, rice cooker, etc.), and your favorite organic-coconut-ginseng-infused shampoo & conditioner.

Must be 23 years of age or older to rent. There is a reason for the saying "youth is wasted on the young."

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. [Click here](#) if you have left behind a personal item.

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 pre-cautions. 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.

Pets. We love cats, dogs, birds, rabbits, horses, fish, ferrets, and all of the other amazing animals of the world. Not all of our homes are pet-friendly and those that are only allow dogs. We are confident your guinea pig is well trained, but please leave them at home. Service animals, as defined by the ADA, are permitted in pet-free homes, but not Emotional Support (ESA), "companion", or "comfort" animals.

Bikes. The bikes provided are 100% meant for you to use and enjoy, as long as by "enjoy" we both mean riding safely only on the paved trails in Sunriver.

Community Rules. Obey them . . . or else. Seriously, our grandma and grandpa live here AND we have a private police force (awesome men and women by the way) and both have a lot of extra time on their hands. Don't mess with grandma!

- (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).
- (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.
- (4) Our friend and tree guru, Smokey Bear, asks that you please not smoke or use fireworks. Trees are kinda our thing here in Sunriver.
- (5) Grandma and Grandpa have a few more expectations of you. [COMMUNITY RULES](#) and [BIKE PATH RULES](#).

Text Us: 541.705.2267