

**Hudge-Park Island on Chesapeake Bay, on behalf of Winter Harbor Haven, LLC., updated policies and procedures will go into effect beginning January 1, 2024, and are subject to change at any time. Please see and review our rental agreement below before booking, as they have been updated and any violation to our policies may result in loss of payment and/or termination of the rental agreement:**

**By booking with Winter Harbor Haven, LLC., you and your guests affirm to have read, acknowledge, and agree to abide by all house rules, protocols, and policies, stated in the Rental Agreement, which are subject to change at any time. They are as follows:**

### **CANCELLATION POLICY**

**All cancellations must be submitted in writing via email. Security deposits are non-refundable; any cancellation will result in a loss of security deposit payment. Cancellations made at least 30 days prior to check-in will receive a full refund, less the security deposit. Cancellations made less than 30 days prior to check-in, if re-rented, will receive a full refund, less a \$200 cancellation fee, less the security deposit. If not re-rented, will receive 50% refund, less a \$200 cancellation fee, less the security deposit. Cancellations made less than two weeks prior to check-in, will result in a total loss of payment and security deposit.**

## WAIVER POLICY

- Any NEW guest booking with us MUST sign our waiver (WHH Waiver).
- Waivers MUST be signed and submitted no later than 30 days prior to arrival date. Guests will not be given check-in details or access to the house until waivers are submitted.
- Waivers must be filled out correctly; both front and back of waiver must be submitted. Waivers must be filled out clearly with blue or black ink; waivers that are not legible will not be accepted.

## RENTAL POLICIES

- In case of an emergency, please call 911 immediately.
- A 10% non-refundable security deposit is required at the time of booking.
- A credit card, mailing address, and valid photo I.D. must be on file in order to protect Winter Harbor Haven, LLC. of any possible damages and fees.
- Guests are responsible for all necessary damage fees, late check-out fees, and additional cleaning fees; see check-out instructions below.
- Final payment MUST be paid no later than 30 days prior to arrival date. Failure to make payment within 30 days of check-in will result in cancellation.
- Checks may be made payable to Winter Harbor Haven, LLC or WHH, LLC. Our mailing address is Winter Harbor Haven, LLC, 103 Dock Court, Port Haywood, VA 23128.
- Check-in time is 2:00 p.m. EST or later on day of arrival. Tenants should not arrive before this time. Early check-ins are not available.
- Check-out time is no later than 10:00 a.m. EST on day of departure. Should all tenants not be completely departed by 10:00 a.m., guests will be charged a **\$50.00 fee every 30 minutes after 10 a.m.** Guests will be charged a full days rent if not checked out by 11:00 a.m.
- Check-In details are provided upon receiving waiver and full payment.
- MUST be at least 25 years of age to book. Should any guest violate this policy, it will result in loss of payment and the rental agreement will be terminated.
- Absolutely no more than 16 guests permitted at a time. Should any guest violate this policy and exceed maximum occupancy, guests will be asked to

vacate the property and will not be refunded any payments. Guest count is monitored by staff.

-The use of Hudge-Park Island on Chesapeake Bay for gatherings such as family reunions, weddings, parties, etc., that exceeds the amount of 16 guests is strictly prohibited.

-Rates, terms, conditions, and taxes are subject to change at any time without notice.

-Refunds are not given due to cancelled reservations or shortened stays because of weather or personal reasons.

-Refunds are not given due to appliance/utility failure.

-Guests should not contact other staff for any reason pertaining to Hudge-Park Island on Chesapeake Bay or Winter Harbor Haven, LLC. and should contact Brooke Collins directly at (804) 456-2000 unless stated otherwise in advance.

-First aid and survival kits are located in the hallway linen closet on the right (on the bay side).

-Change of door code lock will result in a **\$50.00 fee**. In the event guests are locked out and request staff to unlock a door, it will result in a **\$50.00 fee**.

-Damage to linens will result in a fee.

-Due to insurance purposes, any and all issues, accidents, or damages of any kind MUST be reported immediately, prior to check-out.

-Due to insurance purposes, employees, seasonal or permanent, cannot be responsible for transporting, lifting, loading/unloading, etc., guests or the personal belongings of guests.

-Any cleaning issues must be reported within thirty minutes of arrival.

-Guests will be billed for unusual and unnecessary service calls.

-Refunds are not given due to difference of opinion on furnishings, rates, beds, decor, etc., and such things are subject to change at any time.

-Additional charges will not be incurred if all policies, house rules, and check-out procedures are adhered to.

-Refunds will be given in the event reservations are cancelled under a county or state emergency due to hurricanes or hurricane damage, fires, or a similar unforeseen situation, as well as events beyond our control. This does not include COVID-19, COVID-19 variants, power outages, weather, rain/winds, or tides.

- Winter Harbor Haven, LLC. and staff will not be responsible for any lost or stolen items, as well as any items that may be left behind. In the event items are found, we may be able to ship items at the guests expense.
- Winter Harbor Haven, LLC. and staff are not responsible or liable in any way for any injuries or deaths associated with the rental of Hudge-Park Island or the higher risks due to the rental property type and location.
- Winter Harbor Haven, LLC. and staff are not responsible or liable in any way for any injuries or deaths due to but not limited to heart attacks, electric shock, rip tides, vibrio vulnificus species of bacteria, drowning, burns, theft, infections, allergic reactions, boating accidents, COVID-19, COVID-19 variants, etc.
- The use of the fireplace and chimney is strictly prohibited.

## **TRANSPORTATION POLICY**

- In case of an emergency, please call 911 immediately.
- It is the sole responsibility of renters to plan transportation around tides. A tide chart may be found here <https://tides.willyweather.com/va/mathews-county/chesapeake-bay--beach-point.html>.
- Must rent the island skiff, bring own boat, or pay for boat taxi service.
- Boat Taxi fee is \$75 per trip, regardless of the amount of trips needed, and regardless of the boat used. There will be no exceptions.
- Tips are permitted for Boat Taxi Operator.
- Hudge-Park Island is on a peninsula and may only be reached by boat. We do not permit air transportation, ATVs, UTVs, etc. without approval.
- Taxi reservations must be made at least 12 hours in advance through Hudge-Park manager. Guests may not contact other staff to make taxi reservations unless otherwise stated.
- Please be aware that transportation is limited due to tides as well as weather; guests must plan accordingly. A high enough tide to get up the canal is not guaranteed. We strongly suggest packing light in the event you have to carry your belongings down the long dock to the house and/or back. A wheelbarrow is provided to help transport belongings in the event the tide is not high enough.
- One (1) boat slip at marina is provided at no charge.
- Boat ramp fee is waived for one (1) boat and up to two (2) jet skis.

- The grassy area next to the dock is for loading and unloading purposes ONLY; please park vehicles in designated parking space mentioned in check-in details, away from equipment and out of the road.
- Must be physically able to get in/out of boat as well as on/off dock and load/unload personal belongings. Staff is not responsible for and cannot help with loading/unloading guests or the personal belongings of guests.
- Abide by all state/federal laws & regulations; [Virginia Department of Game and Inland Fisheries](#)

## **BOAT RENTAL POLICIES**

- Experience operating a tiller controlled motor is necessary to rent the island skiff. The boat rental fee MUST be paid 30 days prior to arrival date. The boat rental may NOT leave the haven at any time, and MUST stay inside the mouth of the harbor at ALL times.
- Boat rental begins on the day of check-in at 2 p.m. and ends on the day of check out at 10 a.m. The island skiff must be docked and cleared out by this time on the day of check-out.

## **PET POLICY**

- Pets are permitted with a non-refundable **\$50 pet fee per pet**. Pet and fees MUST be approved and paid prior to check-in. Should guests not notify us of any pets, guests will be subject to an additional **\$100.00 fee**.
- Guests MUST clean up pet hair. Excessive pet hair may also result in an additional **\$50.00 fee**.
- All pets MUST be up to date on ALL vaccinations as well as heartworm, flea, and tick preventatives; this is the sole responsibility of the owner.
- You MUST clean up after your pet(s) promptly.
- Pets must be rinsed of all sand OUTSIDE with water hose/shower and thoroughly dried before entering the house; guests are not permitted to use any linens or towels on pets.
- Marina Pet Policy: Pets MUST be on a leash AT ALL TIMES at the marina. Pets that are noisy, aggressive, or cause annoyances or discomfort to others are not permitted. Should any of these events occur or any complaints are made, guests MUST report them immediately. Any pet with a history of biting, recorded or not, is NOT permitted. Should any guest

violate this policy, it will result in immediate termination of the rental agreement and a loss of payment.

## **HOUSE RULES**

-Absolutely NO smoking, including vaporizers, allowed. Smoking inside the home will result in a \$300.00 fee. Outside smoking is permitted, however, guests MUST dispose of cigarettes appropriately; do NOT throw on grounds.

-Candles are NOT permitted.

-Do NOT flush sanitary items, including "flushable" products, paper towels, etc. in toilet. Use trash can provided.

-Do NOT put grease or food scraps in kitchen sink. There is no garbage disposal.

-Do NOT throw grease or food scraps into the canal. This can cause damage the bottom of boats and also attracts bacteria that will eat at the bulk head and dock.

Do NOT throw grease or food scraps outside. This attracts varmints and can also be harmful to children/pets.

-Make sure all appliances are turned off behind you and covered if necessary, including grill.

-Turn water hoses off behind you.

-Do NOT remove ANY items from Hudge-Park Island, including, but not limited to, cutlery, furniture, linens, decor, etc.

-Do NOT use linens to clean spills, shoes, grease, makeup, or any other untidiness that would stain.

-Do NOT leave wet towels/linens on furniture, beds, or floors.

-ANY damages MUST be reported IMMEDIATELY, before check-out. Guests agree to pay for ANY damages. All damages are recorded and documented immediately after check-out by staff.

-Do NOT leave any trash outside; trash must be placed in on-site garbage cans. Any overflow trash MUST be taken by guests to the on-site marina dumpster by the parking area. Overflow trash left outside, around garbage cans, will be subject to a **\$50.00 fee**.

-Limit tracking sand inside to a minimum.

-Use extreme CAUTION if opening windows on a needed only basis. The tops may fall instantly and can smash your fingers.

- Please keep doors shut as much as possible to keep the house cool and bugs out.
- Staff closet located in hallway on harbor side is for STAFF ONLY.
- Climbing the old wind mill next to the house is strictly prohibited.
- Climbing patio above or going inside of the old camper is strictly prohibited.

## **UPON DEPARTURE**

- All trash must be collected, bagged, and put in the on-site garbage cans or dumpster available to our guests.
- Leave linens unmade on bed. Put dry towels and wash cloths in bath tubs and hang wet ones.
- Return all furniture to its designated place.
- Wipe all counters/tables and surfaces, including any spills, shake rugs, and sweep/vacuum floors.
- Turn off all lights behind you.
- Make sure all windows are closed and locked.
- Set thermostat to 70°.
- Make sure beach chairs and toys are rinsed and put away and that water hoses are turned off.
- Should guests check out earlier than the 10 a.m. check-out time, we kindly request that guests send a courtesy "checked out" message via e-mail or text to notify us that your party has fully checked out. This will allow us to plan accordingly as well as prompt the post check-out procedures.
- In the unlikely event your visit to Hudge-Park Island does not meet your expectations, resulting in a less than 5-star review, we respectfully request it to be addressed and hopefully resolved **prior** to check-out.

## **AMENITIES**

- Essentials
- Sleeps 16
- Heating & Air Conditioning
- Cleaning Products
- Cooking Basics
- Dishes & Silverware

- Washer/Dryer
- TV/DVD player; DVD's
- Hot water
- Outdoor shower
- Hair Dryer
- Full sized kitchen & Two fridges
- Dishwasher
- 8 Bedrooms (7 full/2 twin beds)
- 2 Full Bathrooms
- Linens; bedspreads, sheets, pillow cases, bath towels, hand towels, wash cloths, dish towels, dish rag, and beach towels.
- Toilet paper
- Paper towels
- Coffee maker, coffee filters, & coffee
- Hand soap & dish soap
- Dishwasher Pods
- Laundry Detergent
- Sponge
- Trash bags
- Seasonings
- Games & Puzzles
- Beach chairs & Beach Toys
- Gas grill & Propane grill; Gas and charcoal are not provided. The gas grill takes the small camping propane cylinders.
- Clothing storage & Hangers
- Room-darkening shades
- Books & Reading Material
- WiFi is NOT available
- Radio system
- Children's books & toys
- High chair
- Pack'n play/mattress/sheets
- Indoor & Outdoor ceiling fans
- Portable fans
- Fire extinguisher
- First Aid Kit
- Smoke alarms
- Baking sheets



- Barbecue utensils
- Blender
- Dining table
- Game table
- Foosball table
- Microwave
- Stove & Oven
- Toaster
- Wine glasses
- Boat slip
- Kayak
- Outdoor dining area
- Outdoor furniture
- Wrap around porch
- Free parking
- Single level home