

Lake Toxaway Realty Company Rental & Cancellation Policies

Please review the description and pictures of the vacation rental homes before making your reservation. This way you can determine if the house will meet your needs. Since these homes are private and individually owned, Lake Toxaway Realty Company will not be able to make substitutions or issue refunds after your arrival.

Weekly vacation rentals typically run Friday to Friday or Saturday to Saturday. Extended rentals are eligible for a discounted rate. Nightly rentals are at the homeowners discretion.

All reservations require 50% down within 72 hours of making the reservation. The balance is due 30 days prior to arrival. Acceptable forms of payment include credit / debit cards, cashiers check, bank or postal money orders or cash. Personal or company checks are accepted 14 days prior to check-in. If your arrival falls within 30 days, the full amount is due within 72 hours. Sorry, digital currency (i.e. Bitcoins) are not accepted at this time.

Check-in is 4:00 PM; check-out is 11:00 AM. Arrangements for early check-ins or late check-outs must be made in advance the the rental coordinator.

Occupancy is mandated by the Lake Toxaway Health Department and Lake Toxaway Estates. This number is stated on the rental agreement and is usually 2 persons per bedroom but may vary depending on septic systems in place. Management reserves the right to uncompensated eviction for unauthorized occupancy. Toddlers are not included in maximum occupancy total.

The rental homes are stocked with clean linens and towels but not beach-sized towels. Each has a “starter” supply of soaps, paper towels, toilet paper, laundry detergent, dish soap and trash bags. Feel free to bring your personal favorite of hygiene product.

Private boats are not permitted on the lake. Boats must be rented through the Lake Toxaway Marina. Call Tony at 828-553-3101 for rental rates and availability or click on the web link in the footer section of our website. Jet skis are not allowed on Lake Toxaway or Lake Cardinal. Lake Cardinal also does not permit motor boats.

Dogs are permitted in some homes at the discretion of the homeowner. Additional nonrefundable pet fees would apply. Please ask the rental coordinator about this before arriving with your pet.

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No smoking in any of the properties.

Cell phone in the area can be sporadic. If you have questions, need maintenance or directions, please call our office first at toll free 866-966-4029, then call our rental coordinator at 828-421-9475 up until 8:00 PM.

Internet & faxing services are available at our office free of charge. Most but not all of the homes also have WIFI. Check the website or call to verify.

Rentals are subject to North Carolina Occupancy tax of 6.75%, Transylvania County Occupancy tax of 5.00%, a \$75.00-\$250.00 cleaning fee (depending on property) and a refundable damage deposit equal to 1 night rent. Fees are itemized on the rental agreement.

Rental homes that have Lake Toxaway Country Club privileges are indicated on the website under property descriptions. An application (you can download it on the footer section of our website) and \$150.00 non-refundable fee must be received and approved by the Lake Toxaway Country Club prior to arrival. Please make the check payable to the Lake Toxaway Country Club and mail it to our office, then fax the application to 828-884-9700. We'll pick up your temp card and take it to the property.

Important : Cancellations. If a guest cancels 60 days prior to arrival, we refund all monies minus a \$150.00 cancellation fee. If a guest cancels inside of 60 days, their deposit is forfeited unless the property gets re-rented so no loss of income occurs for the homeowner; The guest still incurs a \$150.00 cancellation fee. No refunds are issued for cancelling a reservation over a major holiday.

Agency disclosure. Lake Toxaway Realty Company serves as the agent for individual homeowners on our vacation rental program. As such, we perform our duties in the best interest of the property owner.

We hope your vacation here will be one to remember and we look forward to you being a returning guest. Any comments or suggestions are gladly received.