Thanks for your interest in the Silverlaken Estate!

Rental Agreement: Terms & Conditions

Things to consider <u>before you book.</u> Please read carefully.

We look forward to hosting you.

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Payments

- ✓ At the time of booking, 100% of the balance will be collected. Payment for all retail items and gift certificates will also be collected.
- ✓ Your credit card information is stored and processed securely. Click here for more information about credit card security.
- ✓ Please review Cancellation Policy below.

Self-Check-In Procedure

- ✓ To ensure housekeeping has time to prepare the rental units, guests should arrive **no earlier than 4 PM unless agreed otherwise**.
- ✓ In the day(s) before the scheduled arrival, your host at Silverlaken will reach out to provide a welcome packet, confirm the details of the reservation, and assign a parking spot. Kindly check your email and text for more details.
- ✓ Silverlaken does not have a central office or full-time staff, as such, **guests are welcome to go directly to their rental unit** per the above-mentioned welcome packet.

Check-out Details

10am check-out *allows our housekeeping team sufficient time to prepare the rooms for the next round of guests.*

Thank you for your cooperation!

- ✓ *Please **wash cups, dishes, cookware & smores skewers.***
- ✓ ***Empty refrigerator/cabinets** of all your items.*
- ✓ *Kindly take your **trash/recycling to the designated bins** (see map).*

Do not proceed to booking page if you are uncomfortable with the checkout expectations.

Dark Sky Commitment

Please know we intentionally limit lighting between the buildings. The dark-sky movement is a campaign to reduce light pollution and enjoy the night sky. Advantages include an increased number of stars visible at night, reducing the effects of electric lighting on the environment, improving the well-being, health and safety of both people and wildlife, and cutting down on energy usage.

- ✓ *We hope you may agree that any potential challenge getting around camp in the dark is more than offset by a chance to see the Milky Way, major constellations and even a shooting star.*
- ✓ *Most guests find the check in instructions sufficient, but if you are having trouble finding your way, please know the exact location of every rental unit at Silverlaken can be found on google maps if you search for it by name.*

Parking & Indemnification

After unloading your vehicle, **kindly park at the assigned parking space** or in the **main parking area**. Please respect our neighbors by:

- ✓ **Driving slowly** when arriving/exiting the estate.
- ✓ **Avoid kicking up dust** on the gravel roads at the estate.
- ✓ The property lines of the Silverlaken Estate are well marked. **Please don't enter a neighbor's property or park in their driveway.**

Indemnification 1

We have not experienced any theft or accidents on-site, but the lawyers and insurance agents tell us we need to state the following:

- ✓ *All vehicles (including cars, boats, motorcycles, bikes and other powered and non-powered vehicles) parked at Silverlaken are parked at vehicle owner's risk.*
- ✓ *No liability accepted for loss or damage to vehicles or personal property.*
- ✓ *If you are concerned about **tree sap, falling apples or walnuts, please do not park under those trees.***
- ✓ *Guests are responsible for securing their bikes, boats, possessions, and personal effects at the Estate and inside their rental units.*

Indemnification 2

To the maximum extent allowed by law, I agree on my own behalf and on behalf of my family, personal representatives, heirs, executors, administrators, agents and assigns, to waive and release any and all claims, suits or related causes of action against Silverlaken LLC, Laken Holdings, agents and subcontractors against any and all claims. I agree that I will indemnify, defend and hold harmless Silverlaken LLC, related entities, holding companies, subsidiaries, agents, employees and subcontractors, to the maximum extent allowed by law, from negligence, injury, loss, death, costs or other damages to me, my family members, heirs or assigns, or third parties for any and all claims.

EV Charging

EV's are warmly welcome.

- ✓ Contact your host in advance for an outlet with sufficient amperage.
- ✓ We use the honor system for EV charging - simply leave what you feel is a reasonable amount in the honor box (at firewood pile) for charging your particular vehicle.
- ✓ Standard outlets are available at the camp. We hope to have a level 2 charging station installed in near future. Downtown Perry has fast charging stations.

Quiet Hours

For your comfort, we are serious about tranquility.

- ✓ **Quiet hours are in effect from 9 P.M. to 9 A.M.**
- ✓ As a courtesy to sleeping guests, **campfires should be extinguished by midnight**, outdoor conversations wrapped up or moved inside.
- ✓ No loud music, raised voices or screaming kids at any hour. Bluetooth speakers and similar devices are not to be used inside or outside during quiet hours.

Do not proceed to booking page if you are uncomfortable with the quiet hours policy.

The "No's" To Know

- ✓ **NO PETS.** *Unfortunately, the insurance company does not share our love of pets.*
- ✓ **NO SWIMMING.** *For safety reasons, we do not offer a swimming area at Silverlaken, but guests are welcome to paddle out and cool off via the complementary kayaks and paddleboards.*
- ✓ **NO UNREGISTERED GUESTS** – day or night, unless agreed otherwise in advance. *This allows us to maintain a safe and quiet environment, ensure sufficient access to infrastructure for paying guests and remain compliant with zoning laws & insurance obligations.*
- ✓ **NO BARE FEET** (on land & water). *Sharp rocks, shells & even leaches (eww gross) are occasional found in freshwater lakes of Western NY.*
- ✓ **NO UNSUPERVISED CHILDREN.**
- ✓ Please **DON'T ENTER OTHER RENTAL UNITS.**
- ✓ **NO ILLEGAL DRUGS** of any kind. Enjoy alcohol responsibly, absolutely **NO INEBRIATION**.
- ✓ Absolutely **NO SMOKING INDOORS**. *Guests are welcome to smoke outdoors assuming there are no non-smoking guests in the vicinity.*
- ✓ Please **DON'T BRING TENTS, POP-UP PAVILIONS** or **BBQ GRILLS** unless agreed otherwise. *We have a pavilion + dedicated picnic areas with grills for your convenience.*

Thanks for your understanding. ***Do not proceed to booking page if you are uncomfortable with the above policies.***

Wi-Fi Password & (intentional lack of) TV's

To provide an experience focused on outdoor activities and help guests "get unplugged," we have intentionally not hooked up Cable/ Netflix/ Satellite TV.

You won't find TV sets or even clocks in most rooms. *Password to the free (but not always fast) Wi-Fi network will be provided.*

Do not proceed to booking page if you need TV, high speed internet and streaming media.

Complementary Infrastructure

- ✓ Sauna
- ✓ Kayaks
- ✓ Stand Up Paddleboards
- ✓ Yoga/Meditation Platform
- ✓ Campfire Pits (firewood available)
- ✓ Charcoal BBQ Grills (charcoal available)
- ✓ Propane BBQ Grills (propane provided)
- ✓ "Cowboy Campfire Grills"
- ✓ Smoker (charcoal)
- ✓ Indoor & Outdoor Picnic Tables
- ✓ Horseshoe Pits
- ✓ Hammocks
- ✓ Lakeside Adirondack Chairs
- ✓ Docks & Fishing Pier

Common Area Kitchens offer: Microwave, Fridge, Coffee Pot, Stove Top, Toaster, Basic Cookware, Silverware & Charging Stations.

Bedding, Housekeeping & Welcome Kit

Bedding (sheets, blankets, pillow cases) and a starter set of **towels, toilet paper, soap and shampoo** is provided.

The majority of guest prefer soft pillows and we have outfitted our units accordingly. If you prefer a harder pillow, it may be best to bring that with you from home or contact your host in advance.

Complementary smore's (chocolate, graham crackers, marshmallows) await you.

- ✓ As we do not have full time staff, we are unfortunately unable to provide refills of the above items during your stay, but know that additional toiletries and snacks can be purchased locally 24-7 at Crosby's Convenience Store.

- ✓ For long-term guests, please give advance notice if you wish to have housekeeping services and/or a change of linens mid-stay. We will make every effort to accommodate, but please note that standard housekeeping rates would apply.

Each room also receives a pack of **gift certificate** from local businesses, including but not limited to:

- ✓ Farm Stands & Gift Shops
- ✓ Museums & Art Galleries
- ✓ Food & Beverage
- ✓ Book Store
- ✓ Various Outdoor Activities

Drinking Water

The estate is serviced by a deep well which feeds a water filtration, softening & storage system. The water is safe to drink.

Complementary Watercraft

Watercraft and related gear are located in front of the Sauna cabin, at water's edge, and offered **free of charge** to registered guests but not to be taken by car, or other means, off the Estate & Silver Lake.

Important Notes for Kayaks

The "sit on top" style kayaks were selected for their stability and ease of use. These are single-person, recreational kayaks with minimal back support. Perfect for the typical hour-long paddle around the south end of the lake, but not designed to go far or fast. They are self-bailing and won't sink, even if capsized. *Please visit www.PaddleSailSmile.com if you prefer to rent a sit-in kayak, 2-person kayak or need a craft for a longer voyage.*

Important Notes for Stand-Up Paddleboards

The inflatable, recreation-style SUPs were selected for their (relative!) stability and ease of use. They are lightweight and have no fins/ minimal fins. Perfect for floating around the lakefront but not designed to go far or fast. Please visit www.PaddleSailSmile.com if you prefer to SUP with fins or need a craft for a longer voyage.

Boat Rentals

- ✓ **Pontoon Boats** can be rented from Silver Lake Marine. Contact the marina well in advance of your trip to make a reservation.
- ✓ **Paddleboats & Fishing Kayaks** can be booked at www.PaddleSailSmile.com which is co-located within Silverlaken.

PWC/ Jet Ski

- ✓ There are no **PWC/Jet Ski** rental agencies on Silver Lake at this time.
- ✓ While PWC are allowed on Silver Lake, due to insurance and zoning restrictions the **Silverlaken Estate does not allow PWC/Jet Ski usage at our waterfront**, other than temporary dockage (15 minutes or less) to pick up passengers and drop off gear.

Dockage/ Launch Ramp

Guests are welcome to bring their own **kayaks and similar craft** that can be carried by hand and self-launched at Silverlaken.

For guests with **small powerboats**, a launch ramp with parking area is found less than a mile from Silverlaken at the Silver Lake State Park.

- ✓ If agreed in advance, certain docks at Silverlaken may be used to tie up your boat during daylight hours.
- ✓ Plan to pull your boat out of the water at the State Park's launch ramp (or return to at local Marina) at nightfall or strong wind/waves during the day, as the docks at Silverlaken are residential duty rather than commercial grade.

Lake Water Quality

Silver Lake is fed primarily by underwater springs. The clear water allows sunlight to reach the lakebed which in turn encourages lake grass to grow, especially in the late Summer.

Silverlaken happens have a gravel lakebed which prevents the lake grass from growing as dense as most places on the lake. However, at certain times of the year, guests may need to paddle out into deeper water to get past the lake grass.

The lake grass is an essential part of the lake's ecosystem as it provides coverage for smaller fish to hide from predators. It is not feasible nor environmentally sound to cut lake grass like a lawn.

When does the lake "turn over"?

Simply put, lake turnover is the seasonal mixing of the water column. When lakes are deeper than 20 feet, distinct, thermally stratified layers of water form. When temperature or wind conditions are just right, the layers are mixed and nutrients rise to the surface where they react with sunlight to turn the lake surface a light green for a few days before the system resets itself. This is a natural phenomenon, not to be confused with harmful algae blooms. Silver Lake turnovers are notoriously hard to predict but generally don't occur more than 3 times per year for a few weeks in total.

Do not proceed to booking page if you are uncomfortable with the fact that lake water quality can not be guaranteed or forecasted. Lake water quality is not grounds for refund or adjustment to booking.

Fishing

A valid New York State fishing license is required for ages 16 and up. You may find small pan fish under the docks at Silverlaken, but larger game fish inhabit the deeper water about 50 feet off the shore, along the weed bed.

- ✓ Please **do not fillet your fish** at Silverlaken and **never dispose of fish guts on the Estate grounds or in trash bins** as it will attract nuisance animals.
- ✓ Be very careful to **never leave sharp hooks and tackle** on the ground or docks at Silverlaken.
- ✓ Please **don't fish from inflatable stand up paddleboards** as hooks easily puncture the craft.

The **Silver Lake State Park** at South End of the lake offers 1000 feet of shoreline, **suitable for fishing**. The local convenience and hardware stores offer live bait.

Campfire Wood

In hopes of slowing the spread of invasive species (like the Emerald Ash Beetle) it is against NY State law to transport firewood across county lines. Don't worry, local firewood is readily available at the Estate or nearby farm stands.

Firewood bundles are conveniently stacked in the center of the Silverlaken Estate, right behind the Lakehouse.

$5 per Firewood Bundle

1/2 the price of store-bought firewood

Proceeds donated to the Perry Center Church and Rotary Club

- ✓ A fire-starter kit with instructions is found at each campfire pit.
- ✓ Satchels are provided to help carry the firewood bundles.
- ✓ Complementary Kindling Chopper & Cardboard (from the recycle bin) can help start a fire.

What makes our Firewood environmentally friendly?

- ✓ Sustainably processed, on the Jenkins homestead, by hand, a few miles from Silverlaken.
- ✓ Seasoned slowly outdoors, with no-carbon footprint, never kiln dried!
- ✓ Hand wrapped in eco-friendly, corn-based, burnable cellophane.

Farmlands & Manure

Wyoming county is known for dairy farming and has the most cows per capita of any county in America (outside of Wisconsin!). Today's farms have computer systems that automate the milking and feeding of the cows using robotics. But old fashion manure still needs to be injected into the soil a few times per year to provide nutrients for the crops. Depending on the wind direction and season, on rare occasions, "farm freshness" may be noticeable during your visit to various parts of Western NY.

Do not proceed to booking page if you are uncomfortable with the fact that agricultural smells are part of rural life and manure smell is not grounds for refund or adjustment to booking.

Infants & Children

Children of all ages are warmly welcome at Silverlaken. The camp is designed to promote quality time together with family and friends.

- ✓ When reviewing the occupancy limits of your desired rental unit, know that **guests aged 3 to 17 are considered "Children" who will sleep in the existing beds.**

- ✓ **Up to 2 Infants (0-2 years old) per rental unit** are welcome to **stay free of charge when using existing bedding or a crib provided by the guest.** For insurance reasons, we are afraid that **Silverlaken does not offer cribs**, bassinets, cradles, cots, and other forms of infant bedding.

- ✓ **If you have a small child that is likely to cry at some point during the night**, as a courtesy to your fellow campers, **please book a rental unit with fixed walls** rather than staying in a tent with very limited sound dampening. The camp is generally very quiet from 9PM to 9AM with only the sound of crickets and pond frogs filling the night. A crying child in a tent is likely to be heard across the entire camp, creating an awkward situation for all.

- ✓ The camp has ponds, lakefront, docks, kayaks, hammocks, horseshoe pits, campfires and a small playground that children enjoy. To ensure the safety of young guests and proper use of infrastructure, even well-behaved **children must be directly supervised, at all times**, while on the estate.

Cancellation Policy for Direct Bookings made via www.Silverlaken.com

Because our winters are long and the vacation season is so short in Western NY, we have a fairly strict cancellation policy for direct bookings and are unable to substitute dates or swap rental units once the booking has been made.

Please consider the following before making a booking:

- ✓ Full refund (minus payment processing fee) if the check-in date is at least 30 days away.
- ✓ 50% refund (minus payment processing fee) for cancellations made at least 20 days before check-in.
- ✓ No refunds for cancellations made within 20 days of Check-in.

Please note bookings are non-refundable and non-transferable after the closure of the cancellation window, **despite any inclement weather.** All rental units, including tents, are engineered to handle typical wind and rain. Most, but not all rental units are heated. **Please read listing notes carefully before making your booking.**

Most Important: Cancellation policy applies to, but is not limited to, inclement weather (hot, cold, wet, dry or otherwise), air quality (Canadian wildfires, for example), lake water quality (seaweed & algae, for example), agricultural smells (including manure spreading in the area), changes in travel plans, medical issues (including Covid), personal reasons, etc.

Do not proceed to booking page if you are uncomfortable with cancellation policy.

Important: Please note that the banks and credit card companies apply the processing fee to both the original payment and the refund when direct bookings are cancelled. That means even a full refund will be the total amount minus 2x the processing fee of 3% (6% in total).

silverlaken

Thank you for taking time to carefully read and understand the above information. We look forward to hosting you!