

## The Tower by Lifetime Destinations Guest Rules

Your cooperation is needed to ensure the needs of all of our guests are addressed. For this reason, the management at The Tower by Lifetime Destinations asks that you follow these simple rules:

1. **PARKING:** One-bedroom and two-bedroom units will be assigned (1) parking pass. Three-bedroom units will be assigned (2) parking passes, and four-bedroom and five-bedroom units will receive (3) parking passes. Due to the limited parking if you have the need for more than the spaces allotted, please let staff know at check-in so arrangements can be considered. Every vehicle must have an issued parking permit or will be subject to towing.
2. **NOISE LEVELS:** Please be considerate of the other guests and keep all music and television audio at acceptable sound levels. Be mindful of neighbors below you and around you. **Quiet time is from 10:00 PM to 6:00 AM.**
3. **BBQ GRILLS:** BBQ grills are not provided by The Tower by Lifetime Destinations, and it is a violation of fire safety codes to use grills on your patio or in the immediate area of your unit.
4. **POOL & HOT TUBS:** There is no smoking in or around the pool or hot tubs. Children under the age of 14 must be accompanied by an adult. **Pool and hot tub hours are 9:00 AM to 10:00 PM.** The following items are not allowed inside the pool or hot tub areas: food, alcohol, gum, chewing tobacco, and glass items. No littering allowed. Infants and children in diapers are not allowed in the pool or hot tubs. Proper swimming attire must be worn by everyone.
5. **PETS:** There are NO pets allowed except for documented service animals. This is extremely important as the guests checking into your unit after you leave may have allergies attributed to animals. If it is discovered after your departure that you have had an animal in your unit and were not in an approved, pet-friendly unit, there will be a \$250.00 cleaning fee applied to your credit card. *To those with service animals, please be mindful of other guests and pick up after your animal. It is not acceptable to leave waste in the grassy areas around the units.*
6. **SMOKING:** ALL units are non-smoking inside. You are able to smoke on the patio of your unit, but you must keep the door closed so the smoke will not enter the unit. Please be considerate of this regulation as the people checking into the unit after your stay may have allergies triggered by smoke. If you smoke in your unit there will be a \$350.00 cleaning fee applied to your credit card.
7. **EMERGENCY CALLS:** The resort office hours are **8:00 AM to 6:00 PM.** During the hours listed please call 417-320-6051. **AFTER normal business hours, for EMERGENCY ONLY issues, please call 417-459-8583.**
8. **BOATS, RV'S, TRAILERS, ATV'S, JET SKIS, AND ANY/ALL OTHER RECREATIONAL ITEMS:** There is no available parking on The Tower Resort property allowed for these uses during your stay. At check-in, please inform the Front Desk staff and they will give you information on where you can park these items. Any violation of this regulation will result in the immediate towing and removal of the item from the property.

9. **KEYS:** One-bedroom and two-bedroom units will be assigned (1) key. Three-bedroom units will be assigned (2) keys, and four-bedroom units will be assigned (3) keys. There will be a \$20 charge for each lost key. To unlock your door, please insert key and use just like a dead bolt lock.

10. **FIREWORKS:** There are no fireworks allowed on The Tower Resort property as this is a violation of fire safety as well as a disturbance to the other guests.

Any violation of these rules will terminate your stay without any refunds and may result in charges incurred for the violation.

### **Additional House Information**

**Housekeeping/Maintenance:** Please call 417-320-6051 for any and all Housekeeping and Maintenance issues.

**Keys:** Please return the key(s) you received at check in to the Front Desk upon departure. Failure to return the provided key(s) will result in a \$20.00 charge per key.

**Pool/Hot Tub Hours:** 9:00 AM to 10:00 PM. Make sure to read the pool/hot tub rules before entering the area. Guests will be asked to leave the pool/hot tub area if these rules are not followed.

**Parking:** Please place the included parking pass on the rear-view mirror of your vehicle.

**Supplies:** Your unit is stocked with clean linens, paper products, dish soap, and laundry detergent. The kitchen is fully stocked with dishes, cookware, flatware, etc. Under each of the bathroom and kitchen sinks there are extra supplies for you to use. We respect your privacy and will not be checking if any additional supplies are needed during your stay. If you need additional supplies, please contact the Housekeeping/Maintenance number above. We will clean and restock the unit after your departure.

**Extra Linens:** There is a tote in the closet with linens for the pull-out bed. If more linens are needed, feel free to contact the Housekeeping/Maintenance at above number and they will have extras sent to you.

**Garbage Pick-Up:** Place any garbage bags at the curb each morning between 7:00 AM – 5:00 PM. Please do not put your garbage bags out after 5:00 PM due to the presence of native wildlife. Our staff will discard the trash for you.

**Departure:** We ask that you please fill out the provided comment card and return it to the Front Desk. We read and review all comment cards, as your satisfaction is very important to us.

Please remember to remove all personal belongings from the closets and dresser drawers. **The Tower by Lifetime Destinations will not be responsible for any items left behind.**

Place all soiled dishes in the dishwasher and run the cycle. Empty the coffee maker and dispose of the coffee grinds. Remove and dispose of all perishables from the refrigerator. If furniture has been moved, please relocate it to the position where you found it when you checked in. Please turn off all lights, TVs, the fireplace, and other electronics. Prior to departure, please adjust the thermostat to 70 degrees in the winter season / 70 degrees in the summer season.

Soiled Towels – DO NOT wash. Please place soiled linens in the shower floor or bathtub.

Make sure to close and lock the door completely when you depart the unit. Please return all keys to the Front Desk.

**We look forward to seeing you on your next vacation to The Tower by Lifetime Destinations.**