

**RULES AND REGULATIONS
LAKE CARLOS VILLAS COOPERATIVE ASSOCIATION**

The following rules and regulations have been established for the benefit of all Owners of Vacation-Share Interest.

All of these Rules and Regulations are subordinate to the Vacation-Share Plan and Declaration of Restrictions of the Lake Carlos Villas (the "Declaration") and, in the event there is a conflict between the Declaration and the Rules and Regulations, the Declaration shall control.

1. **DEFINITIONS**

The terms used in these Rules and Regulations which are defined terms in the Declaration shall have the same meanings set forth in the Declaration. To assist in reading these Rules and Regulations, some of the definitions not contained in the Declaration are also included.

1.1 "Cooperative" means the Lake Carlos Villas Cooperative Association whose members are Vacation-Share Interest Holders.

1.2 "Fixed Use Plan" means a Vacation-Share Interest granted by a Vacation-Share Certificate which designates a Fixed Use Week.

1.3 "Fixed Use Week" means any one of the numbered Use Weeks identified on Exhibit C of the Declaration of Restrictions. For a Fixed Use Plan, the Fixed Use Week is identified and designated in the Purchase Agreement or Certificate.

1.4 "Owner's Use Type" means the type of unit designated in the Purchase Agreement or Certificate which type of Unit may be used and occupied during the Use Period.

1.5 "Owner's Use Year" means, with respect to each Owner, the one-year period commencing each year at Check-In time on the first Friday or Saturday of Fixed Use Week #1.

1.6 "Permitted User" means any person who is permitted to receive the privileges of the assigned Vacation-Share Interest during the Use Period.

1.7 "Floating Use Plan" means all Vacation-Share Interests which are not Fixed Use Plans.

1.8 "Season" means any one of the following three seasons designated in the Declaration:

(a) "High Season" means the weeks numbered 24 through 35, inclusive as reflected on Exhibit C to the Declaration of Restrictions.

(b) "Swing Season" means the weeks numbered 20 through 23, 36 through 43, and 51 and 52, inclusive, as reflected on Exhibit B and C to the Declaration of Restrictions.

(c) "Low Season" means weeks numbered 1 through 15, 18 and 19 and 45 through 50, inclusive, as reflected on Exhibit B and C to the Declaration of Restrictions.

1.9 "Service Period" means, with respect to each unit, 3 weeks, numbered 16,17 and 44 as reflected on Exhibit B and C to the Declaration of Restrictions reserved by the Association as a Service Period.

1.10 "Use Period" means the Fixed week for a fixed Use Plan Owner and/or the time period reserved for use pursuant to these Rules and Regulations for a Floating Use Plan Owner.

2. **AMENDMENT**

2.1 The Cooperative may amend these Rules and Regulations from time to time, at its discretion.

2.2 These Rules and Regulations may be added to and or repealed after a majority vote of the Board of Directors.

3. **VIOLATIONS**

The failure to abide by these Rules and Regulations, the Declaration, Purchase Agreement or Certificate may result in suspension of rights and privileges to an Owner, including non-acceptance of future reservation requests.

3.1 If an owner or guest is found to be violating any of Lake Carlos Villas Rules and Regulations, management will first provide a verbal warning to the owner(s) or guest(s) of what rule is being violated and requested to cease such activity.

3.2 If the owner(s) or guest(s) continues to be in violation of the Rules and Regulation, a second verbal warning will be made along with a written notice of the Rule or Regulation violated and expected behavior, and management will notify the Board of Directors (or President or Vice President) of the violation and attempt to remedy the situation.

3.3 If the owner or guest continues to violate the Rules and Regulations, management will verbally ask the owner or guest to leave the resort and in writing (after conversation with the President or Vice President of the Lake Carlos Villas Board of Directors).

3.4 If the owner(s) or guest(s) will not leave after given notice to vacate, law enforcement will be contacted to assist the owner(s)/guest(s) to vacate the premises.

4. **FIXED USE WEEK USE**

4.1 Subject to all the terms and conditions contained in the Declaration, the Purchase Agreement and in these Rules and Regulations, a Fixed Use Plan Owner may use a unit of the designated unit type during the designated use week if the owner is current in the payment of assessments and dues as of the commencement day of the Fixed Use Week. Owners may also reserve a Bonus Use as provided in section 6.

4.2 Owners intending to exchange the Use Period through any exchange company must consult the membership materials for the trading rules which govern reservation exchange requests. Owners are encouraged to contact the LCV office before making their exchange request.

4.3 Owners must pay the annual maintenance fees and any assessments before the unit can be space banked with any exchange company.

5. **RESERVATION - FLOATING USE PLAN OWNERS**

Subject to all the terms and conditions contained in the Declaration, the Purchase Agreement and in these Rules and Regulations, owners have the right for each Floating Use Plan owned during each of the Owner's Use Years, to use and occupy a unit, which is of the designated Unit Type, assigned by the Association for seven (7) nights during the Owner's Season provided the owner has reserved such use and occupancy in accordance with the following:

5.1 Reservations shall be honored on a first-come, first-served basis.

- 5.2 Reservations may be made in person, by telephone, mail, or use of internet.
- 5.3 Reservations for weeks 21, 22, 23, 36, 37, 38, and 39 are lottery system. The reservation form must be received no later than one-year prior to check in time for that week's reservation. A signed form must be submitted for the lottery with weeks requested.
- 5.4 Reservations for non-lottery weeks 20, 40, 41, 42, and 43 must be reserved via phone call one-year prior to check in time for that week's reservation. The day after the one-year of check in date reservations can be made by walk-in or email.
- 5.5 Reservation requests will not be considered if the owner is delinquent in the payment of any assessments levied by the Cooperative.
- 5.6 A reservation for a Use Period may not be made more than one (1) year prior to the commencement date of the Use Period sought to be reserved excluding lottery weeks.
- 5.7 Each Float owner shall have three (3) weekend nights (Friday, Saturday, and Sunday) per week owned. Additional weekend nights shall be obtained by calling no more than fourteen (14) days in advance or through the Bonus Use Plan (See Section 6).
- 5.8 Reservation requests must be confirmed by the Cooperative before becoming valid. Confirmation of reservations will be made by the Cooperative in writing or via the internet, provided that reservation requests which cannot be confirmed more than fourteen (14) days prior to the commencement date of the Use Period sought to be reserved may be confirmed by telephone or internet. Maintenance dues must be paid within three (3) weeks from the date of making the reservation.
- 5.9 Cancellation of reservations for a Use Period may be made without penalty by giving notice by 4:00 p.m. fourteen (14) days prior to the check-in date. However, there can be no assurance of the availability of another reservation in the Owner's Use Year.
- 5.10 In the event a reservation is cancelled less than fourteen (14) days prior to check-in date, the owner shall be considered to have used the entire use period for which the reservation was made.
- 5.11 The Cooperative shall reserve three (3) weeks during the Low Season as a Service Period to provide for any necessary repairs, maintenance or refurbishment of the units.
- 5.12 In the event reservation requests are received by the Association at approximately the same time and cannot all be confirmed for a particular Use Period, the Cooperative shall confirm reservations to Owners in an equitable manner.
- 5.13 If any Use Period or part thereof is not used in the Owner' User Year, there shall be no accrual or carry-over of unused time.
- 5.14 Any Owner not current in the payment of any Assessments will not be permitted to occupy the assigned Unit until Assessments are brought current.
- 5.15 Owners intending to exchange the Use Period through any exchange company must consult the membership materials for the trading rules which govern reservation through the cooperative.
- 5.16 An owner may request to downsize to a smaller unit fourteen (14) days in advance based on availability if there are no unit types for their size unit. There will be no reduction in the maintenance fee for that year.
- 5.17 When owners have checked-out and have turned in their key(s) of a float week, the Association has the right to use the remainder of the week.

5.18 If owners of fixed weeks grant written permission, the Association can use the remainder of the owner's week.

6. **BONUS USE**

Subject to all the terms and conditions contained in the Declaration, the Purchase Agreement, these Rules and Regulations and the availability of units, Owners only shall have, in addition to all other rights, the right to use and occupy a unit of any Unit Type at the discretion of Cooperative, for time periods other than the Owners' basic entitlement of seven (7) nights per Vacation - Share Interest, provided reservations for such use and occupancy ("Bonus Use") are made in accordance with the following procedures:

6.1 No reservation for Bonus Use may be made more than fourteen (14) days prior to the requested date.

6.2 Reservations may be made for one (1) – seven (7) days, depending on availability.

6.3 Reservations made for Bonus Use shall be honored on a first-come, first-served basis and may be made in person, by telephone, mail or internet.

6.4 The use of a unit for Bonus Use shall require payment of reasonable rate thereof, which shall be fixed from time to time by the Cooperative. All revenues generated by Bonus Use shall be deposited in the General Account of the Cooperative. If the Bonus Use time is continuous to the owner's reserved time and no additional cleaning is required, there would be no cleaning fee charged.

2023 rates established are:

<u>Unit size</u>	<u>Bonus Time Reserve 14 days or less in advance</u>	<u>Advanced Reservation Reserve 15 - 180 days in advance</u>
1 Bedroom Up to 4 guests	1 Night – \$100 Nights 2-7 \$40/night	1 Night – \$115 Nights 2-7 \$50/night
2 Bedroom/1 Bath Up to 6 guests	1 Night – \$110 Nights 2-7 \$50/night	1 Night – \$160 Nights 2-7- \$75/night
2 Bedroom/2 Bat Up to 6 guests	1 Night – \$125 Nights 2-7 \$55/night	1 Night – \$170 Nights 2-7 - \$80/night
2 Bedroom/Loft Up to 8 guests	1 Night – \$145 Nights 2-7 \$65/night	1 Night – \$180 Nights 2-7 \$90/night
3 Bedroom Up to 10 guests	1 Night – \$160 Nights 2-7 \$75/night	1 Night – \$200 Nights 2-7 \$100/night

6.5 Reservation requests for Bonus Use will not be considered for Owners who have not paid dues for the current year or have any other outstanding dues, assessments or bills.

6.6 Any owner who abandons a week (gives back to LCV Cooperative Association) during the past three years, or who has had a week repossessed during the past three years, is not eligible for any Special Offer or Bonus Use.

7. **CHECK-IN AND CHECK OUT TIMES: SERVICE PERIOD**

Check-in time is after 4:00 p.m. and checkout time is before 10:00 a.m. Check-in time may take place before 4:00 p.m. if the unit is ready.

8. **FAILURE TO VACATE**

If an Owner or Permitted User fails to vacate a Vacation Unit at the end of the Use Period, such failure to vacate may result in involuntary removal by the Cooperative. There is a \$50.00 fee assessed each hour or part thereof beginning at 10:15 a.m. for all late checkouts.

9. **CARE OF INTERIOR FURNISHINGS AND EQUIPMENT**

When an Owner and their Permitted User uses an assigned unit, the Owner is responsible for any damage done to the Vacation Unit and its furnishings during the Use Period, other than normal wear and tear. Any unreimbursed charges for damage or loss will be added to the bill at check-out time or will be billed directly to the Owner. Non-payment of such a charge will be cause for suspension of use privileges until such charge has been paid. Owners should report any damage or deterioration to the assigned unit or its Common Furnishings to the Manager as soon as possible after check-in. All Owners and their Permitted Users shall be responsible for removing all their personal property from their assigned units at Check-out Time. Lost and found items will be held for 60 days.

10. **BUILDING MODIFICATIONS**

No structural changes, reorganization or removal of furniture, wall hangings, or floor coverings or redecorating of any type within the assigned units or other areas of the property are permitted to be made by any Owner. If an Owner or permitted user moves furniture around in the villa and does not return it to original location, up to a \$100 rearrangement fee will be assessed to that Owner or permitted user for extra time and staff to move furniture back to original locations

11. **CLEANING SERVICE**

Cleaning service is provided without additional charge, and as one of the Cooperative's obligations to assure that the assigned units will be clean and neat upon arrival. Additional cleaning service may be available for an additional charge. A charge will also be made for additional cleaning service required by reason of the use and occupancy of a Unit. Charges for cleaning service shall be payable upon departure.

If a Floating Owner so desires to split up his purchase week, an additional cleaning charge will be due before departure on all periods after the 1st use period. Example: John owns 1 (one) week floating time. John uses 3 nights in February, then uses 4 nights in March. John would be charged the following for his use period in March.

\$45.00 - 1 Bedroom	\$60.00 – 2 Bedroom/2 Bath	\$70.00 - 3 Bedroom
\$50.00 - 2 Bedroom /1 Bath	\$65.00 - 2 Bedroom with loft	

12. **INVENTORY OF INTERIOR FURNISHINGS AND EQUIPMENT**

During the service period between each Use Period, the Manager will conduct a complete inventory of the furnishings and equipment allocated to each unit. Missing or damaged items and a bill will be sent by the Cooperative to the appropriate party. Any missing or damaged items of common furnishings should be reported to the manager as soon as possible after checking in, as failure to do so may result in Assessment for such damaged or missing items.

13. **PASS KEY**

13.1 The manager is provided with a key to all villas. In case of emergency, the manager or his employee may enter the unit and, in such case, shall notify the owner as soon as reasonably possible of the reason for such entry.

13.2 There will be a \$25.00 fee charged for lost keys and keys not returned.

14. **SAFETY AND HEALTH RULES**

14.1 The cooperative reserves the right to establish specific rules governing such potentially loud or disturbing activities as use of musical instruments, stereo equipment, or late-evening entertaining.

14.2 All buildings including units are smoke-free.

15. **STORAGE**

The cooperative shall not be responsible for any belongings left at the expiration of the Use Period. Except in areas which may be designated for such purpose by the Manager (storage lockers, for example), no party may keep personal property on the premises other than within the assigned unit.

16. **CONTROL OF CHILDREN**

Parents are to be responsible for the conduct of their children. Children will not be permitted to play in parking areas, the management office or any other portion of the common areas designated by the Cooperative.

17. **MAXIMUM OCCUPANCY**

The maximum allowable occupancy for any one-bedroom unit is 4 (four) persons; for any two-bedroom unit is 6 (six) persons, except for unit #4 which is 8 (eight) persons; for any 2 bedroom loft unit is 8 (eight) persons; and for any three bedroom unit the maximum occupancy is 10 (ten). The maximum overnight occupancy limits may be less than the preceding limits for exchange purposes. Owners should consult exchange company materials for the precise exchange occupancies for Lake Carlos Villas. The maximum occupancy for Unit #20 is eight (8) persons. A crib may be used for an infant up to 12 months in age for a maximum of one over the occupancy limit. If an overage is found, a \$50 fee will be charged and the owners/guests will be asked to immediately remove the extra number of guests until the correct number of occupancy is reached or all will be asked to vacate.

18. **GUESTS**

Owners may lend their Use Period to others without charge to the Association, and may invite guests to share occupancy to the assigned unit during the Use Period(s), provided that maximum allowable occupancy limits are not exceeded. The Office will not give access to any unit without permission from the Owner in whose name there is a confirmed reservation. If an Owner intends for a guest to use the reserved Use Period, the Owner must inform the Cooperative in writing. Owners must identify the name(s) and address(es) of the guest(s) and upon check-in, guests will be required to show proof of identification and sign a registration card and make a \$200 deposit by credit card.

19. **OCCUPANCY CONDITIONS**

19.1 The yards and sidewalks in front of the units and the entry ways thereto shall not be obstructed or used for any purpose other than ingress to and egress from the Unit.

- 19.2 No exterior of any unit shall be decorated by any Owner in any manner what so ever.
- 19.3 No article shall be hung or shaken from the doors or windows or placed upon the windowsills of the Units.
- 19.4 No sign, advertisement, notice or other lettering shall be exhibited, inscribed, painted or affixed by any Owner of a unit on any part of the exterior or interior of the premises or unit or on the lot on which it is situated.
- 19.5 No bicycles, scooters, baby carriages or similar vehicles, or toys or other personal articles shall be allowed to stand or remain in any of the common areas.
- 19.6 No animals shall be allowed in any of the units with the exception of Service Dogs, or anywhere on the premises of Lake Carlos Villas. If a pet is found on-site, a \$200.00 fine will be charged and the pet will be immediately removed.
- 19.7 No Owner shall permit or make any noises that will disturb or annoy the occupants of any of the other unit or permit anything to be done which will interfere with the rights, comfort or convenience of the other owners. Each owner shall keep such owner's unit in a good state of preservation and cleanliness.
- 19.8 No shades, awnings, window guards, ventilators, fans or air conditioning devices shall be used in or about the buildings except such as shall have been approved by the Managing Agent.
- 19.9 Toilets, sinks and other plumbing facilities in the buildings shall not be used for any purpose other than those for which they were constructed, nor shall any sweepings, rubbish, rags, papers, ashes, or any other articles be thrown into the same. Any damage resulting from the misuse of any plumbing fixtures or other apparatus shall be paid for by the owner/occupant in the Unit.
- 19.10 No Owner shall send any employee of the managing agent out of the development on any private business of the owner. No radio or television aerial shall be attached to or hung from the exterior of a unit without written approval of the managing agent and Lake Carlos Villas.
- 19.11 The Owner shall not cause or permit the blowing of any horn from any vehicle of which his guests or family shall be occupants approaching or upon any of the driveways or parking areas serving the development. Any alarm system on vehicles must be controlled as to not become annoying.
- 19.12 Water shall not be left running for any unreasonable or unnecessary length of time.
- 19.13 No Owner or guest shall use or permit to be brought into the Unit, on decking, or surrounding area to all LCV buildings any inflammable oils or fluids such as gasoline, kerosene, naphtha or benzene, or other explosives or articles deemed extra hazardous to life, limb or property, this includes propane fueled fire pits, charcoal grills, and fish fryers. No batteries can be stored or charged in unit.
- 19.14 The Owners shall not be allowed to put their name on an entry of the units.
- 19.15 The Owners shall close all windows when necessary, to avoid possible damage from storms, rain or freezing.
- 19.16 No unit may use an air conditioner and fireplace at the same time. Air conditioner covers must be off before using air conditioners. If windows are open in the unit and the air conditioner is found to be in use other than the fan, a \$20 per day excess energy fee will be charged.
- 19.17 Complaints regarding the management of the units and grounds or regarding actions of other owners shall be made in writing to the managing agent. You may send complaints to Lake

Carlos Villas at Lake Carlos Villas, Attn Board of Directors, 3954 County Road 42 NE
Alexandria, MN 56308 or by email to office.lakecarlos@gmail.com.

19.18 Owners shall clean fish in the designated area, there is a \$200 fine if fish is cleaned in the units.

20. **RECREATIONAL EQUIPMENT**

20.1 Lake Carlos Villas has dock/boat lift space available on a first come/ first serve basis. A damage deposit of \$500 will be taken by credit card (no charge will be made on the card unless there is damage incurred). All users will be held responsible for damages for abusive or negligent use and for repair and/or replacement cost and any employee time involved. All owners' boats and equipment must be secured by the owner at the assigned location only. Owner must provide their own bumpers and needed straps/ropes. LCV and management cannot be held responsible for personal, rental, or LCV equipment used by any owner or guest. A reservation for a dock/boat lift may not be made more than one (1) year prior to the commencement date of the Use Period sought.

20.2 Owners who bring personal articles of recreational equipment such as water skis, life jackets and other equipment must take care to ensure that such equipment is not left on the dock areas when not in use.

20.3 Use of boats and other Cooperative-owned equipment and facilities will be controlled by the managing agent pursuant to Rules and Regulations established, therefore.

20.4 The following steps are to be followed regarding the "free" use of LCV boats and dock space:

20.4.A. Three (3) free fishing boats are available to owners and guests on a first come, first serve basis.

20.4.B. A clipboard is available in the laundry room to sign up for one of the boats for usage on a daily basis (12 am – 12 pm). Sign-ups may be made one day in advance. No damage deposit or paperwork is needed. The owner/guest is responsible for any damages that might occur due to their use.

20.4.C. Reservations for rental of dock space are made in the Office.

20.4.D. Free dock space is available unless they're rented by others or used for LCV boats with motors. Otherwise, the boats are pulled onto the beach. Owners and guests may bring their own motors to use on the boats.

20.4.E. Anchors are tied onto all of the LCV-owned boats.

20.5 All boats owned by the Cooperative and used by an owner or unit occupant must have all personal property and garbage removed therefrom and shall be properly secured to the assigned boat hoist by the user at the termination of each Use Period.

20.6 The dock area designated for jet skis is to be used for jet skis and/or small fishing boats only.

20.7 Watercraft owners may be asked to remove their watercraft from docks/lifts in severe weather and will be held responsible for any damages to LCV property.

20.8 Owners and guests shall follow posted pool and beach rules. There is to be no running in pool areas. Inflatable devices smaller than 3' in diameter may be used with adult supervision. Children under the age of 14 must be accompanied and supervised by an adult at all times while swimming in pool and beach areas.

21. **SERVICE DOGS AND PETS POLICY**

Lake Carlos villas has adopted a NO PETS policy on our property. As much as we love them, unfortunately we are unable to accommodate pets in our rooms, common areas, Pool/Health Facilities, beach, parking lot, in vehicles, or on the Resort grounds.

When making a reservation in advance and you must bring your pet, we would be more than happy to refer you to the local pet boarding house, while you choose to stay at Lake Carlos Villas.

See attachment on Service Dog and Pets Policy

22. **ADDITIONAL RULES AND REGULATIONS**

22.1 No metal objects of any type are to be placed in the microwave ovens, including metal twisters, pans, etc. Refer to microwave manual.

22.2 Coast Guard approved Life jackets are available for using boats, paddle boats, canoes, and kayaks (one per person).

22.3 Management does not provide lifeguards at any of the swimming areas.

22.4 Children are not to play in the boats or on the boat docks. Children are not allowed to operate boat motors.

22.5 Snowmobiles and other recreational vehicles are not to be driven on the grounds. Snowmobiles are to be parked only on the lake, on the beach area. They are not to be parked in front of any villa.

22.6 The hours for the indoor swimming pool and hot tub shall be posted on the pool door. The library shall be open 24 hours a day. The outdoor pool shall be open seasonally and the hours shall be posted on the Office door.

22.7 Towels for the pool and beach areas are included in each unit; regular towels are not to be used. These towels are not to be left in the pool and beach areas. Towels should be taken back to the unit.

22.8 Any recreational activity deemed hazardous to anybody's health or property by the manager may be stopped immediately.

22.9 No trailers, boat trailers, travel trailers, or motor homes are to be parked in the on-site LCV parking lots. Contact the office for appropriate off-site parking of the above items.

22.10 No sleeping overnight in parking lots.

22.11 Fireworks of any type, including sparklers, are prohibited at all times on LCV properties.

22.12 Outside fires are prohibited at all times on the beach and other LCV properties, this includes propane fueled fire tables/pits.

ATTACHMENT

Lake Carlos Villas Service Dogs and Pets Policy

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When making a reservation in advance and you must bring your pet, we would be more than happy to refer you to the local pet boarding house, while you choose to stay at Lake Carlos Villas.

Only Service Dogs Permitted

Generally, dogs or other pets are not allowed at Lake Carlos Villas. However, service animals are permitted in all areas where guests are allowed as required by law. As of March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA (the Americans with Disabilities Act).

Service animals are dogs that are trained to perform a specific task for the benefit of a person with a disability. Service dogs are working animals, not pets. The work or task a service dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. As clearly stated in the ADA, Lake Carlos Villas personnel may legally ask the following questions:

- If the service animal is required because of a disability?
- What task(s) the service animal is trained to perform?

Lake Carlos Villas recognizes the profound affect that service dogs have on the lives of people with disabilities and welcome service dogs as required by law. We are dismayed by those who act dishonorably and attempt to use the ADA for their personal gain; attempt to bypass the Villas' Pet Policy.

Animals not allowed

- Comfort Animals: Animals not trained to perform a specific task, but which are said to provide emotional support or to relieve anxiety simply by their presence (for example, by the owner holding the animal).
- Pets: Animals for which no claim of any service is made.
- Search and Rescue Dogs: Animals that are trained generally, but not to assist a particular disability.*

*If the guest feels an exception needs to be made for search and rescue dogs, contact Lake Carlos Villas personnel for assistance.

Control of Your Service Animal

You must keep your service dog under control at all times. The dog should always be on a leash, harness or other tether on Lake Carlos Villas premises (include but not limited to: beach, pool deck, pool/health facilities, library, courtyard, parking lot), unless either the handler is unable because of his/her disability to use a harness, leash or other tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service dog must be otherwise under the handler's control. It is the responsibility of the owner of the service dog to ensure that any toileting residue is removed immediately and disposed of in a proper manner in provided bins.

The Lake Carlos Villas personnel may require you to remove your service dog from the property if:

- The dog is out of control and you do not take effective action to control it (for example, a dog causes a significant disturbance by barking repeatedly or uncontrollably, sniffing guests, jumping on guests, or is not housebroken, i.e. inappropriate toileting)

Or

- The dog poses a direct threat to the health or safety of others.

If you are asked to remove your service dog, but you would like to remain on the premises and/or continue to stay without the dog, you must make arrangements for another person or local animal control to accept custody of your service dog, and you may be required to continue or begin your stay at a later time or on a later date.

Service Animal Must Remain with the Guest

A service dog must remain by the guest side at all times. Service dogs are not allowed to sit on any Lake Carlos Villas furniture, which includes but is not limited to: beds, sofas, and chairs. Your dog will be excluded and you will be charged a dry cleaning fee (\$75) if the dog is on furniture.

Lake Carlos Villas employees are not responsible for the care or supervision of any guest's service dog.

Making a Reservations with a Service Dog

Lake Carlos Villas encourages guests/owners using service dogs to make reservations by phone so that we can provide you with information regarding service dog policy.