

FREQUENTLY ASKED QUESTIONS (FAQ'S)

1. WHAT ARE THE EVERETT'S RESERVATION AND CANCELLATION POLICIES?

Reservation Methods. Guests may book reservations On-Line through The Everett Website or VRBO, by Phone, or In-Person.

On-line Reservations (The Everett Website/VRBO) Requires Payment by Credit Card.

Reservations booked within 120 days of a guest's scheduled stay require payment in full at the time of booking.

Reservations booked prior to 120 days of a guest's reserved scheduled stay, may be paid in two (2) installments, an "Initial Deposit" (50% of the Total Rental Fee paid at the time of booking) and a "Final Deposit" (The remaining 50% balance of the Total Rental Fee paid by no later than 120 days guest's reserved, scheduled stay).

On-line booking requires credit card payment. Guest will receive a Reservation Confirmation by email within 24 hours upon booking. All credit card transactions are charged a 3% Processing Fee.

Phone or In-Person Reservations. All Phone or In-Person reservations may be booked by contacting The Everett, LLC directly. Guest's reservation shall be booked using a 7-Day Temporary Reservation hold that will convert to a reservation confirmation upon The Everett, LLC's actual receipt of guest's "Initial Deposit" AND a signed Vacation Rental Accommodations Contract. The Everett, LLC will email a contract to guest for signature and guest can return the signed contract to The Everett by mail or email. Payment can be made over the phone by credit card or payment by personal check can be mailed to The Everett at the following address: The Everett, LLC c/o James Constine Jr., 4226 De Pere, Wisconsin 54115. **Please do not send mailing to The Everett's Physical address in Eagle River.**

Due to the short seasonal availability and the limited inventory of vacation rental properties at The Everett, all Reservations made for rental accommodations are 100% Non-Refundable to the full extent of any and all deposits paid, or payments made in the event of cancellation,

termination or No-Show. In the unfortunate event a reservation must be cancelled, guest should immediately contact The Everett, LLC directly.

Reservations booked by phone or in-person will be booked using a "7-Day Reservation Hold" When a "7-Day Reservation Hold" is placed on reservation, It is imperative that The Everett, LLC be in actual receipt of 1.) guest's Vacation Rental Accommodations Contract bearing guest's signature; and 2.) guest's personal check in the amount of the proper "Initial Deposit". Failure by The Everett, LLC to be in actual receipt of guest's "Initial Deposit AND a signed contract shall result in the expiration of the "7-Day Reservation Hold" and guest's designated rental accommodations being temporarily held shall be released and made available to the public for on-line booking.

Personal Checks. Guests wishing to pay by personal check shall make checks payable to: The Everett, LLC and be mailed to the following address: The Everett, LLC c/o James Constine, Jr, 4226 Whisper LN, De Pere, Wisconsin 54115. **Please do not mail checks to The Everett, LLC 's physical address in Eagle River.** Any check returned to The Everett, LLC due to or as a result of insufficient funds or not honored by our financial institution shall be assessed a \$35.00 Bookkeeping Fee and Guest shall be liable for any additional charges or fees assessed to Everett, LLC relating from the transaction.

Cancellation Policy. Due to the short seasonal availability and the limited inventory of vacation rental properties at The Everett, all reservations are 100% Non-Refundable to the full extent of any and all deposits paid, or payments made.

2. IF MY GROUP IS PLANNING TO CELEBRATE A SPECIAL EVENT DO, I NEED TO INFORM THE EVERETT?

Yes, The Everett must be informed of all special events as restrictions apply and, in some instances, special events may be subject to a "Special Event Fee". Be sure to contact The Everett regarding any special event your group may be planning in order to obtain the required pre-approval and be informed of any restrictions or fees that may apply.

Special Events utilize a greater portion of the resort's resources and limits the use and enjoyment of the resort by other resort guests. For this reason, all special events must be approved by The Everett and some may be subject to a Special Event Fee which shall be calculated and determined based on the type of event, size of event and the expected number of occupants attending.

Any special event that takes place upon the Everett resort property requires that all guests, occupants and invitees follow all policies, rules and provisions as set forth in the Vacation Rental Accommodations Contract, Terms and Conditions Contract and the Resort Rules and Policies.

Special Events occurring without written approval by The Everett shall be charged a penalty of 2x the amount of what the special event fee would have been had approval been granted by The Everett.

For further information regarding special events, please contact The Everett directly by phone at (715) 891-4111 or print the Special Event Venue Application form from the main menu on our website theeverett.net, complete the application, and forward to us by email at: theeverettresort@gmail.com.

3. UPON OBTAINING APPROVAL AND SCHEDULING A SPECIAL EVENT, WHAT ARE THE PAYMENT POLICIES IF FEES DO APPLY?

Payment of Special Event. Payment of Special Event Fees may be made in full or in two (2) installment payments.

Special Event "Initial Deposit". The Everett requires that a Special Event "Initial Deposit" in the amount of 50% of the Total Special Event Fee be received by The Everett at the time your Special Event request is approved and booked.

Special Event "Final Deposit". The Everett requires that the remaining balance of the Total Special Event Fee, the "Final Deposit", be received by the Everett no later than 90 days prior to the date of the scheduled Special Event.

Payment Methods. Payment of Special Event "Initial Deposits" and "Final Deposits" may be paid by personal check or by credit card. All credit card transactions shall be charged a 3% Processing Fee.

Failure to make timely payment of the "Final Deposit". Failure to make timely payment of the "Final Deposit" by no later than 90 days prior to the scheduled special event shall result in the rescission of the Special Event Approval by The Everett and the Special Event will be cancelled. The Special Event "Initial Deposit" will be refundable at 50%.

4. WHAT IS THE EVERETT'S SPECIAL EVENT CANCELLATION POLICY?

Cancellation Must Be in the form of a Signed Writing. Cancellation of a Special Event must be received by The Everett in written form and signed by the party responsible for payment.

Cancellation of a Special Event After "Initial Deposit" has been Paid. Cancellation of a Special Event occurring before 90 days of the scheduled event date, shall be refundable at 50% of the "Initial Deposit" paid.

Cancellation of a Special Event After the "Initial Deposit" and "Final Deposit" have Been Paid. Cancellations occurring after 90 days prior to the scheduled event date, shall result in a refund of 50% of the Total Special Event Fees paid. (50% of the "Initial Deposit" and 50% of the "Final Deposit")

"No-Show" for a scheduled Special Event. Failure to notify The Everett of a Special Event cancellation shall constitute a "No-Show". In the event of a Special Event "No-Show" any and all payments made, or deposits paid are 100% Non-Refundable.

5. WHAT ARE THE EVERETT'S POLICIES AND PROCEDURES FOR CHECK-IN?

3:00 P.M. Check-In. Guests may check in any time after 3:00 p.m. pursuant to their scheduled reservation rental term. All Guests are required to register and check in at The Everett Office.

Complete Necessary Paperwork. Guests are required to complete and sign any additional paperwork necessary.

Guest to Provide Credit Card for subsequent charges. Guests are required to provide a credit card and sign any applicable authorizations allowing The Everett to debit the Guest/Cardholder's credit card for any subsequent charges or fees incurred by the

guest/cardholder during their stay. All credit card transactions shall be charged a 3% Transaction Fee.

Watercraft Rental Instruction and Policies. Guests who have reserved and rented watercraft will be provided personal instructions for watercraft operating policies and procedures.

Keys to Vacation Rentals. Guests will be provided with the keys to their designated vacation rental accommodations. If Guest anticipates arrival after 6:00 p.m. we ask that they contact The Everett directly so alternate arrangements can be made for Check-In.

6. WHAT ARE THE EVERETT'S POLICIES AND PROCEDURES FOR CHECK-OUT?

Check-Out No Later than 9:00 a.m. The Everett Manager will review and charge any additional charges to cardholder's credit card on file. The Everett reserves the right to charge Guest/Cardholder for any additional charges incurred during guest's stay that were not yet charged to guest at the time of Check-Out. The Everett further reserves the right to charge Guest/Cardholder for any, fees or charges for damages or fee violations incurred or assessed, if applicable pursuant to the terms and conditions of The Everett Vacation Rental Accommodations Contract or The Everett, Terms and Conditions Contract.

All credit card transactions shall be charged a 3% Transaction Fee. |

Guests shall remove all food from refrigerators and cabinets and dispose of any garbage or trash in the outdoor garbage receptacles.

Guests shall pull sheets off beds and place bedding upon the middle of the bed.

In the event excessive cleaning should be necessary following guest's stay, The Everett reserves the right to charge guest's credit card an "Excessive Houseclean Fee." If an "Excessive Cleaning Fee is assessed, The Everett shall provide guest with an invoice detailing the line items charges supporting the fees charged no later than 5 days following guest's check out date.

Guests Leaving the Night Before or Before 7:00 a.m. on the date of Check-Out.

Guests shall return all keys to management by placing keys in the “Key Return Box” which is located near the door of The Everett Office or by leaving keys on the dining table or kitchen countertop.

The Everett reserves the right to charge Guest/Cardholder for any additional charges incurred during guest's stay that were not yet charged to guest at the time of Check-Out. The Everett further reserves the right to charge Guest/Cardholder for any, fees or charges for damages or fee violations incurred or assessed, if applicable pursuant to the terms and conditions of The Everett Vacation Rental Accommodations Contract or The Everett, Terms and Conditions Contract.

All credit card transactions shall be charged a 3% Processing Fee.

7. DOES THE EVERETT HAVE A MINIMUM STAY REQUIREMENT?

Yes, Generally.

During Peak Season and any other 7-Day required Stay minimum periods, the periods run from Friday to Friday only.

Check-In and Check-Out times are as follows:

Check-In: Occurs on Friday at 3:00 p.m. on your scheduled check in date.

Check-Out: Occurs no later than 9:00 a.m. the following Friday.

During the months of May, September and October, a minimum stay of three (3) days is required for weekend rentals. During the weekend of Eagle River's hosting of the National Pond Hockey Tournament, a minimum stay of (3) days is also required. Check-In and Check-Out times are as follows:

Check-In: Occurs at 3:00 p.m. on the 1st day of your scheduled stay.

Check-Out: Occurs no later than 9:00 a.m. on your date of check out.

Memorial Weekend and Labor Day Weekends require a minimum stay of two (2) days is required.

Check-In: Occurs at 3:00 p.m. on the 1st day of your scheduled stay.

Check-Out: Occurs no later than 9:00 a.m. on your date of check out.

***** All Rates and Minimum Stay Requirements are Subject to Change *****

If you have any questions or concerns regarding minimum stay requirements, please don't hesitate to contact The Everett directly at (715) 891-4111 or by email at: theeverettresort@gmail.com, we are happy to answer any questions you may have.

8. HOW OLD DO I HAVE TO BE TO RESERVE AND RENT A VACATION RENTAL AT THE EVERETT?

The Everett requires that you be at least twenty-five (25) years of age to rent any of its vacation rental properties. At check-in you will be required to provide proper legal identification. Misrepresentation of this requirement shall constitute a substantial breach of The Everett, Rental Terms and Conditions and shall result in Guest's reservation being immediately cancelled and all deposits paid, or payments made are 100% Non-Refundable. Guest/Cardholder's credit card shall be charged for any and all charges, damages, penalty fees for violations incurred during Guest's stay.

9. DOES THE EVERETT CHARGE EXTRA IF I INVITE ADDITIONAL GUESTS OR VISITORS TO JOIN ME DURING MY STAY AT THE EVERETT?

Yes. A fee in the amount of twenty dollars (\$20.00) per person/per night will be charged for each individual in excess of the building's Maximum Capacity. The Everett requires that all persons who occupy the leased premises overnight, be listed as an "Occupant" pursuant to the Vacation Rental Accommodations Contract or the Terms and Conditions Contract. Guests have a continuing duty to provide The Everett management of the names and

contact information for all individuals who will be staying overnight in their reserved accommodations therefore, falling under the definition of “occupant”.

10. WHERE CAN I LAUNCH MY BOAT AND PARK MY TRAILER DURING MY STAY AT THE EVERETT?

Several public boat launches are available within a short distance of The Everett resort property. Boats not being used or not docked at the piers and all boat trailers must be parked in The Everett’s East Parking Lot in the area’s designated for Boat Trailers and other recreational vehicles.

11. CAN I RENT A BOAT DURING MY STAY AT THE EVERETT?

Pontoon boats and paddles boards are all available for rental on a first come, first serve basis from St. Germaine Boat Rental, LLC, which has a virtual office located at The Everett resort property. Securing watercraft reservations at the time you book your stay is strongly suggested as inventory is limited and is rented on a first come first serve basis. All individuals wishing to rent watercraft from St. Germaine Boat Rental, LLC must provide legal and proper identification and execute the necessary contract and release forms required. Contact St. Germaine Boat Rental at (920) 639-3590.

12. CAN I DOCK MY BOAT AT THE EVERETT PIERS?

Yes. There are 5 private piers located upon The Everett resort property. Two (2) of the private piers are reserved exclusively for guest’s staying at The Everett and permits the overnight docking of boats by Everett guests only. Each vacation rental building is assigned a specific number of designated boat slips. The remaining three (3) piers are available for use by guests staying at The Everett resort and for patrons of the Marina Bar however, the additional 3 piers prohibit the overnight docking of boats.

Watercraft trailers may not be parked in The Everett’s Main Parking Lot. All watercraft and watercraft trailers not in use or properly docked at the piers must be parked in the Everett’s East Parking Lot located on the east side of Everett Road and only in the areas of the lot designated for recreational vehicles and watercraft trailer parking.

Please exercise due care by keeping vehicle doors locked and keeping valuables left in your vehicle out of plain view. The Everett is not responsible for property damage or loss due to theft or vandalism.

13. IS THERE DESIGNATED GUEST PARKING AT THE EVERETT?

Yes. The Everett provides a limited number of reserved parking spots for each vacation rental building. Reserved parking spots are clearly designated and located in The Everett's Main Parking Lot behind each vacation rental building. Additional guest parking is available in The Everett's East Parking Lot, located on the east side of Everett Road.

Watercraft and watercraft trailers may not be parked in The Everett's Main Parking Lot. All watercraft and watercraft trailers not in use or properly docked at the piers must be parked in the Everett's East Parking Lot located on the east side of Everett Road and only in areas of the parking lot properly designated for watercraft and watercraft trailer parking.

Please exercise due care by keeping vehicle doors locked and keeping valuables left in your vehicle out of plain view. The Everett is not responsible for property damage or loss due to theft or vandalism.

14. ARE THE EVERETT VACATION RENTAL BUILDINGS AIR CONDITIONED?

All vacation rental buildings at The Everett are equipped with central air or air conditioning units. Descriptions of each building's amenities is available on The Everett website under The Everett Collection. The Everett asks guests to keep doors and windows closed when using the air conditioning option.

15. IS BEDDING, LINENS, PILLOWS AND TOWELS ALL PROVIDED BY THE EVERETT?

Beds are beautifully prepared for your arrival. All Bedding, linens and pillows are provided by The Everett for each bed in each unit located at The Everett resort. Guests must bring their own towels as towels are not provided by The Everett.

16. ARE TOILETRIES AND PAPER PRODUCTS PROVIDED BY THE EVERETT?

Guests are responsible for bringing their own toiletries and paper products. Upon your arrival, kitchens and bathrooms will be equipped with a starter supply of paper products. Guests will need to bring their own toiletries, hair dryers and all other personal care products and items.

17. WHAT KITCHEN ITEMS AND SMALL APPLIANCES ARE PROVIDED BY THE EVERETT?

See each individual building description for a full description of kitchen appliances. Kitchen items such as a crock pot, cookware, dinnerware, glassware, kitchen knives and various kitchen utensils are also provided but vary as so the size of the kitchens in each rental unit.

18. DOES THE EVERETT PROVIDE DAILY CLEANING SERVICE?

No. The Everett buildings are thoroughly cleaned and prepared for occupancy before and after each guest stay however, beds and daily cleaning are not provided by The Everett.

19. ARE WASHERS AND DRYERS AVAILABLE IN EACH OF THE EVERETT'S RENTAL BUILDINGS?

No. Not in all vacation rental buildings. The Everett "Lodge" is equipped with a washer and dryer however, the other buildings are not so equipped. There are laundry facilities located just a few minutes away in Eagle River.

20. DOES THE EVERETT PROVIDE CABLE TV AND WIFI?

Yes. The Everett provides Cable tv and wireless internet services which are available in each structure and throughout the entire Everett resort property. Dish TV provides plenty of viewing channels and provides exceptional signal service however, we cannot be responsible for quality of service, breaks or outages, poor reception, content, lack of content, speed or lack of internet connectivity in the event they should occur.

21. DO WE NEED TO BRING OUR OWN GRILLS?

No, the Everett has a covered outdoor grill area with a charcoal barbeque grill. The Grill area overlooks The Everett's private beach. Additional charcoal grills can be found situated about The Everett resort property and are available for use by guests. Please Note: charcoal grills have been placed in low risk areas and may not be moved or relocated to other areas.

22. WHAT DO I NEED TO DO BEFORE I CHECK-OUT AND LEAVE THE EVERETT PROPERTY?

Guests should strip linens and leave them on top of the beds, remove all items from the refrigerator, dispose of garbage and recyclables in the proper containers in the designated waste management dumpsters located behind The Everett "Lodge" and gather all personal items from the building before returning keys to management at the Everett Office. Guests

wishing to get an early start or leave in the evening before checking out should contact The Everett manager and make check-out arrangements in advance.

23. IS THE EVERETT “PET-FRIENDLY”?

The Eisenhower at The Everett is available as The Everett’s sole Pet-Friendly accommodation. Pet Pre-approval is required by The Everett. Pets are restricted to non-aggressive dog breeds only. Guests will be charged an additional Pet Fee of \$40.00 per day/per pet with payment due at the time of check-in. Weight limit is 125 pounds. No more than 4 pets permitted. Pet must be up to date on vaccines and The Everett must be provided with a written vaccine history. Pets must be leashed at all time when not indoors. Guest shall be required to sign a Pet Addendum Release and Waiver of Liability at the time of check-in.

24. DOES THE EVERETT HAVE A PRIVATE BEACH?

Yes, the Everett property has its own private sand beach. The Everett Beach is not monitored by lifeguards and therefore, for safety purposes, adult supervision is required for all children under the age of 12 when children are playing or swimming at the beach or near the water.

25. DOES THE EVERETT ALLOW CAMPFIRES?

No. Fires are only permitted in the fire pits that are located on The Everett grounds. All fires burning in the firepits must be extinguished by no later than midnight. This policy shall be strictly enforced. Firewood may be purchased by guests from the Everett manager on-site or is available for purchase at various locations in the Eagle River area.

26. DOES THE EVERETT ALLOW FOR THE BURNING OF CANDLES OR INCENSE?

No. The burning of candles or incense is strictly prohibited inside any building upon The Everett property as it presents too great a fire hazard. Guests are permitted to use diffusers.

27. DOES THE EVERETT ENFORCE “QUIET HOURS”?

Yes, “Quiet Hours” at the Everett are from 11:00 p.m. until 8:30 a.m. the following

morning, "Quiet Hours" are strictly enforced. All guests are required to exercise courtesy and respect for The Everett neighbors and other Guests.

28. WHAT IS THE EVERETT'S SMOKING POLICY?

Smoking is prohibited inside any building located upon The Everett property which includes, outdoor decks and patios. This policy will be strictly enforced. Violations of this policy are subject to penalty.

Smoking is permitted outdoors but, only in areas that are clearly marked as "Designated Smoking Areas". This policy shall be strictly enforced. Violations of this policy are subject to penalty.

29. WHAT IS THE EVERETT'S POLICY REGARDING FIREWORKS?

Due to the age of the buildings and the density of the wooded areas, fireworks of any kind or any other hazardous materials are strictly prohibited upon The Everett property. This policy shall be strictly enforced. Violations of this policy are subject to penalty.

30. IS FOOD AVAILABLE AT THE EVERETT RESORT PROPERTY?

During Peak Season, guests staying at The Everett may also enjoy fresh gourmet appetizers and other gourmet food selections from Jessica's Cucina. Jessica's Cucina is an independent mobile catering/food truck that offers freshly prepared on-site gourmet appetizers and other gourmet food selections. You can find Jessica's Cucina food truck parked upon The Everett resort property almost daily from Memorial Weekend thru Labor Day Weekend from 11:00 in the morning until 7:00 at night. Jessica's gourmet food options are simply amazing and offer guests and locals food options when the days of fun and sun on The Everett Peninsula leaves you too tired to cook! For full menu options and fine dining service check out Jessica Bartolotti's restaurant, Cin Cin Wine Bar and Bistro which is located 5 minutes away in Eagle River. Additionally, you can find a list of local restaurants in the "Welcome to The Everett" Binder located in each vacation rental building. All vacation rental buildings (other than the "Gables" Upper Level Unit) provide kitchens or kitchenettes with stoves and refrigerators and a covered grill area is located near the beach for Guest's use. Additional grills can be found about The Everett resort property and guests are free to use as well.

31. CAN THE EVERETT SUNROOM AND THE EVERETT TERRACE BE RENTED FOR WEDDINGS, PRIVATE PARTIES OR OTHER TYPES OF SPECIAL EVENTS?

The Everett Sunroom and The Everett Terrace are available for rental individually or together for weddings, corporate events and other special events or occasions. If you are interested in reserving The Sunroom at The Everett for your next special occasion, please contact The Everett Directly at (715) 891-4111 and ask to speak with the Special Events Coordinator. All Special Events require pre-approval by The Everett and are subject to a Special Event Fee and additional contractual requirements.

32. CAN THE ENTIRE EVERETT RESORT PROPERTY BE RENTED FOR PRIVATE PARTIES, WEDDINGS OR SPECIAL EVENTS?

Yes, it is possible to rent the entire Everett resort property for private parties, weddings and special events. Contact The Everett manager for rental fees and policy details.

33. IS THE MARINA BAR OPEN TO THE PUBLIC?

Yes. The Marina Bar operates separately from The Everett vacation rental resort but, it is located upon The Everett resort property. The Marina Bar is open to all guests staying at The Everett resort and it is also open to the public now for the first time in 25 years. The Marina Bar hours are 11:00 am until 11:00 pm however these hours are subject to change.

34. IS THE MARINA BAR OPEN THROUGHOUT THE ENTIRE YEAR AND WHAT ARE ITS HOURS?

The Marina Bar is open on a seasonal basis which unfortunately, is dictated by Mother Nature herself. The Marina Bar owners and management do their best to remain open as late into the fall and as early into the spring seasons as possible

Marina Bar policy requires that all patrons be prepared to provide legal and proper photo ID in order to be served alcohol. The Marina Bar policy requires that after 9:30 p.m., no one under the age of twenty-one (21) shall be permitted to enter or remain in the bar. During Peak Season, The Marina Bar opens at 11:00 a.m. and closes at 11:00 p.m. however, The Marina Bar management reserves the right to increase or decrease the operating hours of the business at their discretion as circumstances warrant.

35. CAN THE MARINA BAR BE RENTED FOR PRIVATE PARTIES, WEDDINGS OR SPECIAL EVENTS?

Yes, it is possible to rent the Marina Bar for private parties, weddings and special events. Contact the Marina Bar directly for rental fees and policy details.

Please feel free to contact The Everett with any additional questions at (715) 891-4111 or email us at theeverettresort@gmail.com.

*Welcome to The Everett
a uniquely vintage vacation rental resort*

